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# KnowledgeBuilder

Shipping Category

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# Contents

<b>Shipping</b> .....	1
<i>When will I receive my order? How long does the delivery take?</i> .....	1
<i>What are the most common delivery/shipping issues&amp;solutions?</i> .....	1
<i>Is shipping really free of charge?</i> .....	2

# Shipping

## When will I receive my order? How long does the delivery take?

Delivery takes 3-10 business days from the time of placing the order.

## What are the most common delivery/shipping issues&solutions?

PLEASE READ THE FOLLOWING CONTAINS IMPORTANT SHIPPING/DELIVERY TROUBLESHOOTING & TERMS OF SERVICE INFORMATION

We make use of Fedex for the US deliveries as they provide the highest quality service. However, at times issues can occur. These can mainly be summarized under these topics:

- > Inadequate shipping address provided by the customer
- > PO Boxes, APO/AFO Military addresses
- > Packages left at the front door (LFD's)

Inadequate shipping address provided by the customer

Description:

At the time of shipping, we use the information provided by the customer during the checkout. If the information is inadequate/incorrect, there will be problems with the delivery as they are passed to the carrier company.

Solution:

PLEASE BE SURE TO PROVIDE ADEQUATE/CORRECT DELIVERY INFORMATION COMPLETE WITH A VALID ZIP CODE & PHONE NUMBER YOU CAN BE REACHED AT ALL TIMES.  
PO Boxes, APO/AFO Military addresses

Description:

Commercial carriers deliver only upon signature, so please make sure you only include complete addresses

Solution:

PLEASE ONLY PROVIDE COMPLETE ADDRESSES DURING CHECKOUT. I.E. NO DELIVERY TO PO BOXES, AFO/APO ADDRESSES. WE WILL MAKE USE OF REGULAR GROUND POSTAL SERVICE FOR ANY MERCHANDISE THAT SHOULD BE DELIVERED TO SUCH ADDRESSES OF WHOSE DELIVERY MAY TAKE UP TO 15 DAYS.  
Packages left at the front door (LFD's)

Description:

Even though we have agreed with Fedex that items may not to be left at the front door, at times it can happen. As a result, packages may get picked up by persons other than the customer.

Solution:

IN CASE YOU CANNOT MAKE 100% SURE THE PACKAGE WILL BE ACCEPTED BY YOU, YOUR FAMILY OR YOUR COLLEAGUES, PLEASE MAKE SURE YOU GET IN CONTACT WITH FEDEX AS SOON AS POSSIBLE WITH THE TRACKING NUMBER SUPPLIED BY LUXURYSTEPS SHIPPING DEPARTMENT.

PLEASE BE UNDERSTANDING THAT LUXURYSTEPS.COM CANNOT BE HELD RESPONSIBLE FOR PACKAGES LEFT AT FRONT DOOR / DELIVERED TO INCORRECT RECEIVERS.

AFTER RECEIPT OF THE TRACKING NUMBER BY THE CUSTOMER, IT IS THEN HER/HIS RESPONSIBILITY TO GET IN CONTACT WITH FEDEX AND FIX A CONVENIENT DELIVERY DATE/TIME.

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## Is shipping really free of charge?

Is shipping free on charge?

All orders placed from countries below is eligible for International Priority Delivery service, which means the fastest and most convenient delivery service is available for your on your order, free of charge!

Albania, Austria, Azerbaijan, Bahrain, Belgium, Belarus, Bosnia and Herzegovina, Bulgaria, Canada, China, Czech Republic, Croatia, Cyprus, Denmark, Egypt, Estonia, Finland, France, Germany, Greece, Guernsey, Great Britain, Hong Kong, Hungary, India, Ireland, Indonesia, Italy, Iceland, Israel, Japan, Jersey, Latvia, Lithuania, Liechtenstein, Luxembourg, Macedonia, Moldova, Monaco, Mexico, Norway, Netherlands, Philippines, Poland, Portugal, Romania, Russian Federation, Spain, Switzerland, Sweden, Saudi Arabia, Singapore, Serbia, Slovak Republic, Slovenia, Turkmenistan, United States, United Kingdom, Ukraine

We do charge \$30 for the countries listed below:

Australia, Bangladesh, New Zealand, South Africa, Argentina, Bahamas, Barbados, Brazil, Dominican Republic, Dominica, Colombia, Costa Rica, Cuba, Chile, Panama, Paraguay, Peru, Puerto Rico, Trinidad and Tobago, Turks and Caicos Islands, Uruguay, Venezuela

and \$40 for the countries below;

Maldives, Papua New Guinea

You will automatically be submitted the tracking number via the Luxurysteps update messages once your order has been shipped.  
Delivery takes 3-10 business days from the time of placing the order depending on the stock availability of the item.