

Fulfillment & Shipping Policy

Thank you for choosing *Diva with a Diagnosis*! We're committed to providing high-quality products with exceptional service. Please read our fulfillment and shipping policy for all the details on how we process your orders.

Order Processing Time:

- All orders are processed within 1–3 business days (Monday–Friday, excluding holidays).
- Please allow additional time during high-volume periods, such as holidays or special promotions.
- Once your order has been processed, you will receive an email notification with your tracking information.

Local Pickup:

- We offer local pickup for customers in the Dalla/ FT. Worth area.
- Local pickup is available 24 hours after an order is placed (excluding pre-sale items), so you can pick up your order at your convenience.
- You will receive a notification when your order is ready for pickup.

Shipping Time:

- Standard shipping typically takes 5–7 business days, depending on your location.
- Expedited shipping options are available at checkout for faster delivery.
- Please note that shipping times may vary due to weather conditions, postal delays, or circumstances beyond our control.

Shipping Rates:

- Shipping fees are calculated based on your order's weight, dimensions, and delivery destination.
- You will see the shipping cost at checkout before completing your order.

International Orders:

- Currently, we only ship to the U.S. We are working on expanding our shipping options and will notify our customers once we can offer international shipping.

Order Changes & Cancellations:

- We strive to process and ship your order quickly, so we are unable to make changes to your order once it has been placed.
- If you wish to cancel your order, please reach out within 24 hours of placing the order, and we will do our best to accommodate your request.

Lost or Damaged Orders:

- If your order is lost or damaged during transit, please contact us immediately at [contact info].
- We will work with the carrier to resolve the issue and ensure you receive your items as soon as possible.

Returns & Exchanges:

- We accept returns within 7 days of receiving your order. Items must be unused and in their original condition.
- Please visit our Returns & Exchanges page for more detailed instructions.

Thank you for shopping with *Diva with a Diagnosis*! We appreciate your support and look forward to delivering your orders with care.