

Shipping Information

Effective Date: April 18, 2025

At **Lathell Nutraceuticals LLC**, we are committed to delivering your products promptly, securely, and globally. Please review the following information regarding our shipping policies.

1. Shipping Destinations

We ship to most countries worldwide, subject to local customs laws and import restrictions. It is the customer’s responsibility to ensure compliance with their country’s import regulations prior to placing an order.

2. Processing Time

- Retail orders are typically processed within **1-3 business days**.
- Orders placed on weekends or holidays will be processed the following business day.

3. Shipping Methods & Carriers

We partner with trusted carriers to ensure reliable delivery, including:

- USPS
- DHL Express
- FedEx
- UPS
- Aramex (for the Middle East & Africa)

Shipping methods are selected based on destination, weight, and service availability.

4. Estimated Delivery Times

Region	Estimated Delivery Time
United States	3-7 business days
Canada	5-10 business days
Europe	7-14 business days
Asia-Pacific	8-15 business days
Africa	10-20 business days
Middle East	7-15 business days
Latin America	10-18 business days

Note: Delivery times exclude customs delays or force majeure events.

5. Bulk Shipments (Wholesale Orders)

Bulk shipments are produced to order in accordance with our manufacturing schedule.

- **Production lead time:** Estimated at 6 to 8 weeks.
- **Shipping time:** Approximately 30 days for international delivery.

Customers will be notified of tracking and progress upon dispatch.

6. Customs, Duties & Import Taxes

All international customers are responsible for their country's **customs duties, VAT, taxes, and import regulations**. Lathell Nutraceuticals LLC is not liable for delays, seizures, or fees imposed by customs authorities.

7. Order Tracking

A tracking number will be provided via email upon shipment. You may monitor your order's progress through the carrier's website. If you do not receive tracking details, contact us at supplements@lathellnutraceuticalsllc.com.

8. Lost or Delayed Shipments

1. Contact the carrier using the provided tracking number.
2. If unresolved, notify our team for assistance with claims or resolution.

We are not liable for delays due to incorrect address input or courier service disruptions.

9. Damaged Packages

If your order arrives damaged, please:

- Take clear photos of the damaged product and packaging.
- Notify us within **7 days** of delivery.
- Email: supplements@lathellnutraceuticalsllc.com

We will arrange a replacement or resolve the issue promptly.

10. Undeliverable Packages

If a package is returned due to refusal, incorrect address, or customs rejection:

- You may request a **reshipment** (additional shipping fee applies), or
- A **refund** may be issued minus original shipping and handling costs.

11. Contact Us

Lathell Nutraceuticals LLC

30 N Gould St Ste N

Sheridan, WY 82801, USA

Phone/WhatsApp: +1 (702) 413-4481

Email: supplements@lathellnutraceuticalsllc.com

Website: www.lathellnutraceuticalsllc.com