

# PRESEASON SHIPPING POLICY

**Effective Date:** \_\_\_\_\_  
PreSeason Collective LLC

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## 1. Order Processing Times

All orders are processed **Monday–Friday**, excluding holidays.

### **Standard Processing Time: 3–7 business days**

(Non-peak seasons and non-limited items)

### **Peak or Limited Drop Processing Time: 7–14 business days**

This applies to:

- Limited edition NIL drops
- Trading card packs
- Signed merchandise
- Seasonal releases
- High-volume traffic periods

Custom-made or signed items may require longer processing times (see Section 2).

Processing time does **not** include shipping carrier time.

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## 2. Shipping Times

Estimated delivery after processing:

- **Standard Shipping (U.S.): 3–7 business days**
- **Expedited Shipping (U.S.): 2–3 business days**
- **International Shipping:** Coming in the future

Shipping times are estimates provided by carriers and **are not guaranteed**.

Delays may occur due to:

- Holidays
- Weather
- Carrier staffing
- Supply chain issues
- High demand
- Incorrect addresses

PreSeason is not responsible for carrier delays.

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## 3. Signed & NIL Collaboration Merchandise

Because NIL items may require athlete signing sessions, these products often have extended timelines.

**Signed merchandise may take 2–6 weeks to ship**

This includes:

- Signed trading cards
- Autographed apparel
- Numbered editions
- Custom NIL merchandise

We will communicate updates via email when applicable.

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## 4. Preorders & Limited Releases

For preorder-based drops:

- Estimated ship windows are displayed on the product page
- Payment is taken immediately to secure your item
- Preorders cannot be canceled once production has begun

Limited edition items are not guaranteed to restock.

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## 5. Tracking Information

Once shipped:

- You will receive a tracking number by email
- Tracking may take 24–48 hours to update
- Carrier scanning delays are normal

If you did not receive tracking after 10 business days, contact:

 [orders@preseasoncollective.com](mailto:orders@preseasoncollective.com)

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## 6. Incorrect Addresses

Customers are responsible for entering the correct address at checkout.

If the address is incorrect:

- We cannot reroute the package
- We cannot issue refunds for lost items
- If the package returns to us, the customer must pay reship fees

Address changes **cannot** be guaranteed after order submission.

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## 7. Lost or Stolen Packages

Once tracking shows “Delivered,” the package is considered delivered.

PreSeason is **not responsible** for:

- Stolen packages
- Packages delivered to incorrect addresses entered by the customer
- Packages lost by the carrier

If your package shows “Delivered” but you did not receive it:

1. Check all entrances
2. Check with neighbors
3. Verify the address used
4. Contact the carrier with your tracking number

5. File a missing mail claim with the carrier

We will assist when possible, but carrier decisions are final.

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## 8. Damaged Packages

If your package arrives damaged:

- Take clear photos of the packaging and item
- Contact us within **7 days of delivery** at:  
 [orders@preseasoncollective.com](mailto:orders@preseasoncollective.com)

We will determine if the item qualifies for replacement or refund under our **Refund Policy**.

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## 9. Multi-Item Orders

Orders containing multiple items may be shipped separately depending on:

- Inventory distribution
- Production timelines
- Signing session schedules

Customers will not be charged additional shipping for separate shipments.

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## 10. International Shipping (Future Implementation)

International shipping will be supported in future phases.

International customers must understand:

- Customs fees/taxes are their responsibility
- Delivery timelines vary widely
- Tracking may be limited

When enabled, this policy will update accordingly.

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## 11. Carrier Responsibility

PreSeason uses carriers such as USPS, UPS, and FedEx.

Once a package is handed to the carrier:

**Responsibility for delays, loss, or damage transfers to the carrier.**

PreSeason cannot control:

- Delivery speed
- Scanned updates
- Lost-in-transit issues
- Customs processing

We will help with claim filing when possible.

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## 12. Contact Information

For shipping questions or concerns:

 [orders@preseasoncollective.com](mailto:orders@preseasoncollective.com)  
 [info@preseasoncollective.com](mailto:info@preseasoncollective.com)