

Shipping Policy

At Happy Dog Cuisine, we strive to deliver your fresh-made dog food promptly and in perfect condition. Our shipping policy is designed to ensure your satisfaction while complying with Texas state law.

1. Shipping Locations:

- We currently ship to addresses within the contiguous United States, including Texas. Unfortunately, we do not ship to P.O. Boxes or international addresses at this time.

2. Processing Time:

- Orders are processed within 1-2 business days. You will receive a confirmation email once your order has been shipped. Please note that orders placed on weekends or holidays will be processed on the next business day.

3. Shipping Methods and Delivery Times:

- We offer several shipping options to meet your needs:
 - Standard Shipping: 3-5 business days (Free for orders greater than \$99.00 within Texas.)
 - Expedited Shipping: 2-3 business days (Customer responsible for expedited shipping.)
 - Overnight Shipping: 1 business day (Customer responsible for overnight shipping.)
- Delivery times are estimates and may vary depending on your location and weather conditions.

4. Shipping Costs:

- Shipping costs are calculated at checkout based on the weight of your order and your shipping location. Free standard shipping is available for orders over \$99 within Texas.

5. Perishable Goods Handling:

- As our dog food is fresh-made, we take extra precautions to ensure it arrives in optimal condition. Orders are packed with insulated packaging and ice packs to maintain freshness during transit.

6. Order Tracking:

- Once your order has shipped, you will receive a tracking number via email. You can use this number to track your package on the carrier's website.

7. Delivery Issues:

- If your order arrives damaged or is missing items, please contact our customer service team within 48 hours of delivery at [Customer Service Contact Information]. We will work to resolve the issue promptly.

8. Undeliverable Packages:

- In the event a package is returned to us as undeliverable, we will notify you and arrange for re-shipment. Additional shipping charges may apply.

9. Customer Responsibilities:

- It is the customer's responsibility to ensure the correct shipping address is provided at checkout. We are not responsible for packages delivered to incorrect addresses provided by the customer.

10. Compliance with Texas State Law:

- Our shipping practices comply with Texas state regulations, including the handling and transportation of perishable goods to ensure food safety and quality.

We appreciate your business and aim to provide the best shipping experience for you and your pet. For any questions or concerns about our shipping policy, please contact our customer service team at info@HappyDogCuisine.com.