

SHIPPING POLICY

This Shipping Policy is for MoonMan Machines and was last updated on 06/11/2025.

1. SHIPPING AND DELIVERY OPTIONS

Domestic Shipping:

Standard Ground (5-8 Business Days): Included in Sale Price

Express (3 Business Days): Buyer's Expense

UPS 2nd Day Air (2 Business Days): Buyer's Expense

Local Delivery:

Local Delivery: Free

Local Pickup: Free

Free Local Pickup

2. PROCESSING TIME

Orders are processed within 2 business day(s) excluding weekends and public holidays. Once the item has been handed to the delivery carrier, a tracking number will be sent to the customer.

3. CANCELLATIONS

After an order is submitted, processing begins and the order cannot be canceled. If there are questions about canceling an order, please contact us.

4. RETURNS

Returns will be accepted within 14 day(s) from the original purchase date. Items must be returned unused and in original condition. Some items, such as items on sale, may be ineligible for returns. .

5. DELAYED ORDERS

In the case of delayed processing, customers will have the option to cancel their order for a full refund. Shipping provider delays do not fall under the seller's liability. For delayed orders, please first contact the shipping carrier for the item's status.

6. DAMAGED ORDERS

MoonMan Machines is not liable for lost or damaged products after the order has been placed in the hands of the shipping carrier. If your product has arrived damaged, reach out to us so that we may assist you in filing a claim with the shipping provider.

7. SHIPPING RESTRICTIONS

- Orders cannot be shipped to P.O. boxes.
- Orders cannot be shipped to Alaska and Hawaii

The TSA (Transportation Security Administration) has restrictions on what items can be shipped through air transportation in the US. As such, any unauthorized items for air shipment may require a different shipping method.

8. CONTACT

For questions about this shipping policy, contact:

Email: moonmanmachines@gmail.com