



Shipping Policy

The Hoosier Herpetological Society (HHS) is committed to processing and shipping orders in a timely manner.

Order Processing

Orders are typically processed within 3–5 business days after payment is received. Orders are not processed or shipped on weekends or holidays.

Shipping Methods

HHS ships orders through reputable carriers such as USPS, UPS, or FedEx. Available shipping options and rates will be displayed during checkout.

Shipping Rates

Shipping charges are calculated at checkout based on the destination, package size, weight, and selected shipping method.

Domestic Shipping

HHS currently ships to addresses within the United States. Delivery times vary depending on the shipping method selected and destination.

Order Tracking

When available, tracking information will be provided by email once an order has shipped.

Delayed or Lost Shipments

Delivery estimates are provided by the shipping carrier and are not guaranteed. HHS is not responsible for delays caused by weather, carrier issues, or other circumstances beyond our control. If you believe a shipment has been lost, please contact us and we will assist in working with the carrier to resolve the issue.

Incorrect Shipping Information

Customers are responsible for providing accurate shipping information at checkout. HHS is not responsible for orders delayed or undeliverable due to incorrect or incomplete addresses.

Damaged Shipments

If your order arrives damaged, please contact us within 14 days of delivery and include photos of the damaged item and packaging. We will work with you to provide a replacement, exchange, or refund when appropriate.



Contact Us

If you have questions regarding shipping, please contact us through our website contact form or by email.

Changes to this Policy

HHS reserves the right to modify this Shipping Policy at any time. Changes will be posted on this page.

LAST UPDATED: June 21, 2026