

Online Ordering

What should I do if I have difficulty placing my order online?

If you experience any difficulty placing your order online or otherwise require assistance, please contact us at info@uspost.co.

How do I know if I placed my US Post order successfully?

Once you have submitted your order, an order summary page will be displayed with all of your order details. You may want to print this for your records. You will then receive an email confirming that your order has been successfully received online. If you placed your order over the phone and did not provide an email address, you will need to contact US Post at info@uspost.co.

Can I change or cancel my order after I have submitted it?

Once your order is submitted, we cannot guarantee that it can be canceled or changed. If you realize you made a mistake, or simply change your mind about your order, please contact US Post at info@uspost.co as soon as possible, and we will make every effort to accommodate your request.

When will I be billed for my US Post order?

We will bill your credit card when your US Post order is shipped.

What forms of payment does US Post accept online?

We currently accept Mastercard, Visa, Discover.

Will I be charged sales tax?

If you are a resident of the state of Wisconsin, law requires us to charge you sales tax on your purchases. If you are not a resident of the state of Wisconsin, we are not required to charge sales tax on your purchases. However, by law you may be liable for any taxes due in your state.

Shipping

How does US Post calculate delivery charges?

US Post charges shipping/handling fees on select items. Fees indicated at check out on shopping cart form.

Does US Post ship to international addresses?

International addresses are accepted on an individual basis. Contact us at info@uspost.co.

How long will it take to receive my order?

You should receive your order within three to five business days. Orders shipped to Hawaii, Alaska, or outside of the US will arrive within 10 business days. (Backorders are excluded.) Business days do not include Saturday or Sunday.

Returns

What is US Post's Return Policy?

If you are not satisfied with your purchase, we will accept returns within 30 days from the date of purchase. Shipping and handling charges are non-refundable. Merchandise refunds will only be made in the original form of payment. If you wish to return an item, please contact us at info@uspost.co.

How do I make a return?

Purchases made from US Post can be returned by mail at buyer's expense. If you have any questions, please contact us at info@uspost.co.

When will I be credited for my return?

We will credit your account as soon as we process your return. Check with your bank to see when they will credit your account.

Privacy & Security

How do I know my credit card number will be safe?

We take every precaution to ensure that your personal data, including credit card information, is as secure as it can be. The US Post website utilizes Secure Socket Layer technology on all pages where personal information is requested. This encryption technology prevents anyone from using your personal data if intercepted. US Post also takes every precaution when storing your credit card number in our database by encrypting it, rendering it useless to anyone trying to access it.

Will US Post sell my email address or other personal information?

No. We use personal information provided on order forms, such as a purchaser's name, email address, physical address, and credit card number, to fulfill merchandise orders. We may also use order information to contact a purchaser when necessary, such as when a delivery may be delayed or when an ordered product is out of stock. US Post may use personal information to notify consumers about new products or services. If we do, we will provide you with an email address by which you may inform us that you do not wish to receive such materials in the future. US Post will not share any personal information without your permission with any unaffiliated third parties, unless required by law.