Shipping and delivery

Orders, Shipping & Returns · https://cbotai.shahrear.msf.bd/docs/shipping-and-delivery/

Acme Outfitters ships from our warehouse in Portland, Oregon to every address in the United States.

Shipping options and costs

Option	Cost	Delivery time
Standard shipping	$6.00	3–5 business days
Free shipping	Free on orders of $75 or more	3–5 business days

Orders placed before 2 pm Pacific time on A business day leave the warehouse the same day. Orders placed later, or on weekends and US holidays, leave the next business day.

Tracking your order

When your order ships we email you A UPS tracking number. You can also see the status and tracking number any time:

1. Sign in and open **My Account → Orders**, or
2. Ask the chat assistant on any page: “Where is my order?” It will check your order once you confirm your email.

Order statuses

- **Pending payment**: we haven't received payment yet. Unpaid orders are cancelled after 7 days.
- **Processing**: paid and being packed. Most orders ship within 1 business day.
- **Completed**: shipped and delivered.

Late or missing parcels

If your order is still processing more than 7 days after you placed it, or tracking hasn't moved for 5 days, contact us and we'll chase it with UPS. You can also choose **Talk to A person** in the chat.

Changing your shipping address

We can change the address until the order ships. Ask the chat assistant to update it, or reply to your order confirmation email. Once A tracking number exists the address can't be changed.