

Shipping Policy

At AC Publishing, we are committed to delivering your order promptly and ensuring it reaches you in perfect condition. In order to ensure a smooth shipping process and avoid any additional charges, we kindly request that you familiarize yourself with our shipping policy:

1. Shipping and International Shipping:

- UK, Australia, and the United States: Customers residing in these countries are exempt from customs or duties as our books are printed locally.
- European Union (EU): Our orders are dispatched with Duties Pre Paid. This means that customs and duties are already prepaid and included in the shipping cost.
- All Other Countries: Customs orders are dispatched with Duties at Point of Delivery. This indicates that customs and duties are the responsibility of the customer and must be paid upon the package's arrival in their respective countries. It's crucial to understand that not all packages will incur customs and duties, as the decision is determined by the receiving country.

2. Delivery Times and Shipping Methods:

- Standard Shipping: Typically delivered within 5-7 business days.
- Express Shipping: Delivered within 2-3 business days.
- International Shipping: Delivery times vary based on destination but generally arrive within 10-15 business days.

3. Missing or Lost Packages:

- If your package hasn't arrived within the expected delivery timeframe, please contact our customer service team at sales@acpublishing.com.
- We will initiate an investigation with the shipping carrier. If the package is deemed lost, we will resend the order at no additional cost or offer a full refund.
- Please ensure your shipping address is accurate and secure. We are not responsible for packages delivered to incorrectly provided addresses or packages stolen after delivery.

Thank you for choosing AC Publishing. If you have any questions or concerns regarding our shipping policy, please don't hesitate to reach out to us at sales@acpublishing.com.