

# **DrGhoul.com Shipping and Return Policy**

## **Domestic Shipping Policy**

### **Shipment processing time**

All orders are processed within 10 business days, which does not include weekends or holidays.

Shipments or deliveries will not occur on weekends or holidays. Delays may occur if DrGhoul.com experiences a high volume of orders or if product availability becomes delayed. If product availability becomes delayed, it may slow the processing of your order by 2 to 4 weeks.

### **Shipping rates and delivery estimates**

The following are the shipping rates on all products available in the DrGhoul.com store.

<b>Shipment method</b>	<b>Estimated delivery time</b>	<b>Shipment cost</b>
<i>USPS Priority</i>	<i>1-3 business days</i>	<i>\$16.00</i>
<i>USPS Priority Express</i>	<i>1-2 business days</i>	<i>\$60.00</i>

*\*DrGhoul.com is not responsible for delays caused by the shipping company, USPS, or any unforeseeable circumstances, such as strikes, war, and severe weather.*

### **Shipment to P.O. boxes or APO/FPO addresses**

DrGhoul.com will ship to P.O. Boxes and APO/FPO addresses.

### **Shipment confirmation and order tracking**

DrGhoul.com ships only by USPS Priority so the customer can be provided a shipment confirmation and order tracking capability through the USPS. Customers can expect a confirmation email when the package has shipped, along with an included order tracking #.

## **Customs, duties, and taxes**

DrGhoul.com is not responsible for any customs and taxes applied to your order. All fees imposed during or after shipping are the responsibility of the customer (tariffs, taxes, etc.).

Additionally, orders placed in the store that are shipped to countries outside of the U.S. may be subject to import taxes, customs duties and fees levied by the destination country ("Import Fees"). The recipient of an international shipment may be subject to such Import Fees, which are levied once a shipment reaches your country. Additional charges for customs clearance must be borne by the recipient; we have no control over these charges and cannot predict what they may be. Customs policies vary widely from country to country; you should contact your local customs office for further information. When customs clearance procedures are required, it can cause delays beyond our original delivery estimates.

## **Damages**

DrGhoul.com is not liable for any products damaged or lost during shipping. If you received your order damaged, please contact the shipment carrier or our support team directly at the listed email below to file a claim. Please save all packaging material and damaged goods before filing a claim.

## **International Shipping Policy**

DrGhoul.com will ship to international countries via USPS. However, there is an extra charge that will be added to the order for international shipping of \$30.00.

## **Returns Policy**

DrGhoul.com will accept any unwashed/unworn merchandise items for return or exchange within 30 days of purchase (within 90 days of purchase for shipments outside of the United States).

DrGhoul.com will not accept for return or exchange any packaged non-wearables including CDs, DVDs, or videos once opened.

There are no refunds, returns or exchanges for digital downloads: all sales are final.

All returns and exchanges must first be approved by DrGhoul.com. Please contact us with additional details before returning any item(s) so we can inform you of your returns/exchange options.

## **Posters & Limited-Edition Items**

Posters are sold as-is. No refunds. No returns.

Limited Edition items will only be exchanged or refunded at the sole discretion of DrGhoul.com.

## **Returns/Refunds**

Shipping and Handling charges are non-refundable except in the case of a manufacturer's defect. All refunds will be credited to the original payment source.

Return postage: Postage for returns/exchanges is paid by you, the customer. If you are returning damaged or defective merchandise, DrGhoul.com will pay the cost of return shipping. Please contact us with any questions.

Returns lost in the mail: DrGhoul.com cannot issue refunds for merchandise not received by our returns department. We recommend that you use a traceable ship method to ensure successful delivery.

Send returns/exchanges to:

DrGhoul.com  
473 Kelly Ave A  
Half Moon Bay, Ca 94019  
USA

Be sure to include a note with your order. Please contact us at [waynezini@got.net](mailto:waynezini@got.net) with any questions you have.

*This policy was updated on January 10, 2026.*