

Shipping Policy

Last Updated: October 19, 2025

Thank you for shopping with Grandma's House. We're dedicated to delivering your skin and wellness products safely and efficiently. Please review our shipping policy below for details on processing, delivery times, and rates.

1. Shipping Locations

We currently ship orders to all 50 U.S. states, including Alaska and Hawaii, as well as select international destinations at standard international shipping rates. If your country is not available at checkout, please contact us at info@shopatgrandmashouse.com for assistance.

2. Processing Times

All orders are processed within 2–3 business days (excluding weekends and holidays). During high-demand periods or product launches, processing times may be slightly longer. You will receive a confirmation email once your order has shipped, including a tracking number.

3. Shipping Rates and Delivery Estimates

Domestic (United States):

- Standard Shipping: 5–7 business days.
- Rates are calculated at checkout based on your location and package weight.

International:

- Standard International Shipping: 10–21 business days depending on destination.
- Rates vary by country and are displayed at checkout.
- Customs fees, import taxes, and duties (if applicable) are the responsibility of the customer.

4. Order Tracking

Once your order has shipped, you will receive an email containing tracking information. Please allow up to 48 hours for tracking updates to appear after shipment.

5. Delays and Lost Packages

While we make every effort to ensure timely delivery, Grandma's House is not responsible for delays caused by postal services or customs inspections, or for lost or stolen packages after confirmed delivery. If your order has not arrived within the expected time frame, please contact our team at info@shopatgrandmashouse.com.

6. Incorrect Shipping Information

Please double-check your shipping address before completing your order. We are not responsible for packages delivered to incorrect addresses provided by the customer.

7. Contact Us

For any shipping-related questions or special requests, please contact us at:

■ info@shopatgrandmashouse.com

■ www.shopatgrandmashouse.com