

Kailo Shipping Policy

Domestic Shipping Policy

Shipment processing time:

Unless stated otherwise on the website, all orders are processed within 1-2 business days.

Shipping rate and delivery estimates:

All domestic orders are shipped for FREE via UPS Ground.

Shipment confirmation and order tracking:

Customers will receive an email confirming their order and a second email once their order has shipped with a UPS tracking number included.

Customs, duties, and taxes:

Kailo 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.).

Damages:

Kailo 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 to file a claim. Please save all packaging material and damaged goods before filing a claim.

International Shipments

Shipment costs vary by country. Please enter your country during checkout for the current rate.

Some countries will halt packages in transit and require a customs charge be paid on imported goods. If your package does not arrive, it's likely being held at your local mail service.

For more information or support, please email support@gokailo.com.