

dew theory

S K I N — C A R E

Shipping & Delivery Policy

Legal Policy

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EFFECTIVE DATE · UPON APPROVAL AND PUBLICATION

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DEWTHEORYCO.COM

ATTORNEY REVIEW DRAFT
BLOCKED PENDING FULFILLMENT FACTS

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Drafting basis. This document is tailored to the public Dew Theory website audited on August 15, 2026. Where the live site expressly identifies a feature or commercial term as a mock, working draft, unconfigured, or not finalized, this document does not convert that item into a binding promise. Bracketed decision markers are publication gates and are cross-referenced in DEW_THEORY_LEGAL_OPEN_ITEMS.

1. Current shipping rates

The current Dew Theory cart and Shipping page state the following rules:

- Flat shipping is **\$7 per order** when the free-shipping threshold is not met.
- Shipping is free when the **product subtotal is \$49 or more**.
- The threshold is tested against the **pre-discount product subtotal**, before promo codes.

These are the only shipping-price rules treated as confirmed for this draft. Taxes, if applicable, are separate.

2. Where Dew Theory ships

[BUSINESS DECISION REQUIRED: U.S. shipping territory, excluded states/territories, PO Box/APO/FPO policy, and whether international shipping is offered.] Until approved, checkout should fail closed for destinations the fulfillment configuration cannot support.

3. Processing and shipment timing

Dew Theory has not publicly confirmed a processing-time commitment, ship-from location, carrier, or transit estimate. Therefore this draft does not promise a number of business days.

Before production launch, Dew Theory should publish only a timeframe that operations can reasonably meet. Any advertised shipping time must have a reasonable basis. If no shipping time is stated, federal mail/internet order rules generally require shipment within 30 days or the legally required delay/consent/refund process.

4. Fulfillment model

The current Shipping page states that Skin Script wholesale/dropship fulfillment **may** place supplier purchase orders after a paid order, depending on account configuration. **[TO CONFIRM: whether Dew Theory ships from its own inventory, uses supplier dropship, or uses a hybrid model; supplier authorization; ship-from location; inventory synchronization; and partial-shipment rules.]**

5. Carriers, tracking and partial shipments

[BUSINESS DECISION REQUIRED: production carrier(s), tracking process, whether orders may be split, and how partial shipments are communicated.] If a tracking number is issued, customers should receive it through the confirmed transactional channel. Carrier scans and estimates are not guarantees by Dew Theory.

6. Address accuracy

Customers are responsible for providing a complete, accurate deliverable address. The current checkout validates street, city, state and postal code before payment. Dew Theory should offer a reasonable correction process before fulfillment where operationally possible. **[BUSINESS DECISION REQUIRED: address-change cutoff and fees, if any.]**

7. Delays

Weather, carrier disruptions, peak volume, public emergencies, supplier constraints and address problems can delay delivery. Dew Theory should notify customers when required by law and, where the FTC merchandise rule applies, obtain consent to material delays or issue a prompt refund as required. A general delay disclaimer does not replace those duties.

8. Lost, misdelivered or stolen parcels

[BUSINESS DECISION REQUIRED: investigation/replacement/refund process for carrier loss, confirmed delivery disputes and porch theft; required reporting window and evidence.] Dew Theory should not impose a policy that eliminates non-waivable card-network or consumer rights.

9. Damaged or incorrect shipments

Customers should contact Dew Theory promptly through the approved support channel if an order arrives damaged, leaking, defective, or materially different from what was ordered. **[BUSINESS DECISION REQUIRED: reporting window, photo requirements, replacement/refund process and whether return shipment is required.]** The Returns Policy governs remedies.

10. Refused and undeliverable shipments

[BUSINESS DECISION REQUIRED: handling of refused/undeliverable parcels, reshipment charges and deductions, consistent with applicable law.] Any deduction should be disclosed before purchase and should not exceed lawful, reasonable amounts.

11. International orders, customs and duties

No international-sales program was confirmed in the audit. **[BUSINESS DECISION REQUIRED: whether international sales are prohibited or enabled; if enabled, countries served, importer-of-record allocation, duties/taxes, restricted ingredients, returns and delivery estimates.]** Do not enable international checkout merely because the address form technically accepts it.

12. Cancellations

An order-cancellation request can be honored only before the order reaches a point where cancellation is operationally possible. **[BUSINESS DECISION REQUIRED: cancellation cutoff and support channel.]** If Dew Theory cancels an order after payment, it should refund the canceled amount to the original payment method subject to ordinary processor timing.

13. Contact

Shipping/order support: **[BUSINESS DECISION REQUIRED: monitored support email/phone and return/fulfillment address where appropriate.]**