Shipping Policy

**Shipping Costs**
Because we have kept the margins on our items to a minimum, we do not offer free shipping when your order total is less than $150.00 Delivery of the goods can be chosen from the shipping options listed on the website and paid for at the time of ordering the goods.

**Shipping time and shipping speed**
Please note that shipping time does not include packaging and order creation processing time. Once your order has been placed, our shipping team will work to get that order packed and sent to you. Most orders are shipped within 24h if the order is placed before 10am. Occasionally, however, unforeseen delays do occur and processing time may take up to two days.

In rare cases of holidays or special sales, the processing time may be between 2-3 days. Please be assured that the added processing time simply means that our shippers need a little more time to carefully process each order. Orders will not be packaged in the event of US holidays and other postal service closures. Shipping times do not guarantee a package’s arrival date.

All of our packages are shipped via USPS, UPS or Fedex. We offer a variety of shipping speeds through these carriers. Once the package is picked up by the carrier, a tracking label will be sent via email. You will not receive a tracking number by email until your package has been processed, packaged, and labeled for pickup by the postal service. You can use our order tracking tool to track the status of your order.

**Items Broken in Shipment**
All packages that are damaged in transit will be replaced with the same item or an equivalent item as agreed between Smokey’s Pipe Dreams, and the customer. Damaged packages must be photographed, and documented before a return package will be issued. Smokey’s Pipe Dreams must be notified of the damage within two business days of the customer receiving the package.

Please note: For all packages that are damaged or broken in transit, we are sad that this issue has arisen and we will remedy the problem as quickly as possible. Please remain calm and courteous throughout the process of replacing broken items; anger at this situation will not speed up the process.