



Ella's Bubbles's Walk-In Tub Shipping Policy

1.0 Shipping Policy within continental USA and to Canada

1.1 Shipment processing time

All orders are processed within 24 hours and production time is typically 3 to 10 days, unless items are out of stock. Please call for details.

Shipments and deliveries are handled by our third party shipping companies and the typical delivery time is 2-7 days. Email office@ellasbubbles.com for tracking information. Due to global shipping and logistics issues, unexpected delays in processing and delivering your order may occur. If delays occur, we will update you via email.

1.2 Shipping rates and delivery estimates

Shipment Method	Estimated Delivery Time	Estimated Shipment Cost
LTL Truck	2-7 business days	\$350 Residential Delivery
LTL Truck	2-7 business days	\$250 Commercial Delivery

*Shipping charges for your order will be calculated and displayed at checkout. Shipping fees vary and will be higher in hard to reach destinations like rural mountainous regions, as well as to Hawaii, Alaska, and to locations commonly referred to as Territories of the United States.

1.3 Shipment confirmation and order tracking

You'll receive shipment confirmation and tracking number within 24 hours of your product shipping.

1.4 Damages

If you received your order damaged, please contact office@ellasbubbles.com directly to file a claim within 48 hours of receipt of your shipment. Please be sure to carefully



open, save all packaging material, and inspect your purchase for any concealed damage before filing a claim. Inspection includes visual and an operational inspection (see product manual for details).

2.0 International Shipping Policy

Shipments to South American countries: Ella's Bubbles will only ship to the nearest border or international airport and it is the buyer's responsibility to relocate the product to its final destination.

2.1 Customs, duties, and taxes

Ella's Bubbles 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, storage, and other related costs).

3.0 Returns Policy

Ella's Bubbles has a 30 day return policy unless otherwise stipulated in your invoice. The restocking fee is 25% of the original order amount, less taxes and shipping costs. The customer is responsible for all associated costs of shipping the return.

To return your product, follow these steps:

1. Start the return process by emailing office@ellasbubbles.com
2. Once you receive authorization to return, carefully package and ship the product to Ella's Bubbles, 2700 W Roosevelt, Chicago, IL 60608.
3. Once our warehouse team receives the returned item, it will be inspected for any damage and missing parts. Returns inspection will take 24-48 hours before generating a report for the Office Manager. If any items are missing or damaged, your refund amount will be reduced by the cost of replacing/repairing damaged or missing parts.
4. Our Office Manager will review and process your return within 24-48 hours of receiving the report from the warehouse team.
5. Once we process a return, you should expect to see a refund of your original product purchase amount plus taxes (if any charged), less 25% restocking and any additional refund deductions for damaged or missing parts. The refund amount will be reflected on your account within 5-7 business days.

For more information, email office@ellasbubbles.com