

1. Set up oversized products only for Amazon

2. Reason of setting up oversized products

(1) It's necessary to communicate with customer about delivery methods and notices of the oversized product.

(2) It's necessary to make reserve trucks for delivery. Delivery services of normal courier companies will cost high.

(3) It's necessary to confirm with the customer about address and phone number. Returning of oversized items will cost high return fees.

3. The product belongs to oversized item, please read the transportation and return policies carefully and set up on Amazon seller backstage.

Shipping policy:

Due to the size of the shipment, we only offer shipping through carrier trucking service. Shipment will be placed in 7 business days and the item will be delivered around 15 business days depending on the location.

Our carrier will contact the customer to set up delivery appointment with desired time, date and pick up location in advance before delivery. Once the appointment is made successfully, someone should be available to sign for the package. Our shipment is a 'Self Service' and 'Curbside Only' service excluding in-home delivery. Customers need to pick up items from the truck and bring them back to home by themselves.

Return policy:

We DO NOT accept free returns for certain circumstances:

① Once we get the shipping confirmation from customers and the order has been shipped out in transit via trucking service, any cancellation requests will not be allowed.

② Returns based on customer's personal preference and feelings is not free.

4. Processes of setting up oversized items on Amazon seller backstage

(1) Click 'Offer' on product edit page product edit page' and insert the Handling Time. Suggestion: the Handling Time could be 8-10 or more business days.

(2) Set up the delivery date of oversized items: setting the date while making the shipping settings. Normally, the transit time (excluding handling time) will be 4-8 days.

(3) Get it as soon as March 15 - 19 when you choose Standard Shipping at checkout.

5. Amazon sellers should send confirmation letter to customers who placed oversized item orders. Please refer to provided e-mail template.

6. How Amazon sellers fill in the order number of the oversized item?

The screenshot shows the Amazon Seller Central interface. At the top, the 'Orders' tab is selected. A search box for 'Order ID' is highlighted with a red rectangle. Below the search box, there are filters for 'Ship by date' and 'Sales channel'. The main table shows a list of orders, with one order selected. The selected order details are shown below the table, including the order date, buyer name, fulfillment method, and shipping options.

| Order date | Order details | Image | Product name | Customer option | Order Status | Action |
|--|--|------------|--|---|---------------|--|
| 30 minutes ago 3/5/2019 11:42 PM PST | Buyer name: [redacted] Fulfillment method: Seller Sales channel: Amazon.com prime | [redacted] | ASIN: [redacted] SKU: [redacted] Quantity: 1 Item subtotal: US\$ [redacted] | Second Day Ship by date: Mar 6, 2019 Deliver by date: Mar 8, 2019 | Unshipped (1) | Buy shipping Print packing slip Cancel order |

Customer phone number privacy
This phone number is for use by the carrier during delivery. If it includes an extension, provide that to the carrier. Please refer to [Prohibited seller activities and actions](#) for details on appropriate use of customer personal information.

We are actively launching a new Order Details experience. This current Order Details experience will no longer be available after . We would encourage you to [opt in again!](#)

Order details [Learn more](#) | [Video tutorials](#)

Order ID: [redacted]
Your Seller Order ID: # null [Edit](#)

| | |
|------------------------|--|
| Shipping service | Standard |
| Ship by | Wed, Mar 6, 2019 to Thu, Mar 7, 2019 |
| Deliver by | Mon, Mar 11, 2019 to Thu, Mar 14, 2019 |
| Ship to | [redacted] |
| Address Type | [redacted] |
| Purchase date | Tue, Mar 5, 2019, 11:37 AM PT |
| Fulfillment | Seller |
| Billing country/region | US |
| Sales channel | Amazon.com |
| Payment methods | Standard |
| Contact Buyer | Shannon Lynn Cole |

Ship by Thu, Mar 7, 2019

Items total [redacted]
Grand total [redacted]

[Print packing slip](#)
[Confirm shipment](#)
[Buy shipping](#)
[Cancel order](#)

Ship Date:

Shipping Method:

Tracking ID:

[Confirm shipment](#)