

## GCOOP USA Corp. Shipping Policy

### 1. Shipment Processing

- 1) All orders made from Monday to Thursday are processed and shipped out no later than 1 day after the date order was received.
- 2) Orders made from Friday to Sunday are processed and shipped out on the following Monday.
- 3) Please refer to the chart below for information on same-day shipping.

Order Time	Ship Out Schedule
12:01 AM – 12:00 PM	05:00 PM Same Day
12:01 PM – 12:00 AM	05:00 PM Next Day

\*All times are in Pacific Standard Time.

### 2. Shipping Method

- 1) **FedEx Ground:** Delivery within 7 - 10 business days unless otherwise specified.  
\* Available for all 50 States (Except Alaska).
- 2) **FedEx Signature Service:** To ensure you personally receive your shipment, we provide the FedEx Signature Service. FedEx Signature Service requires the recipient's signature upon delivery.
- 3) **Orders over \$150:** We offer free delivery for orders over \$150.00 before taxes.
- 4) **Order Pick-up:** Order Pick Up is available at our Gcooper Support Center in Commerce, CA only for our members in Southern California.

\*Due to COVID-19 order pick has been temporarily shut down.

### 3. Shipping Price and Deliver Period – For Orders Under \$150

Delivery Type	Shipping Price	Delivery Period
Ground	\$7 – 10	5 – 10 Business Days
FedEx Signature Service	\$9 – 12	5 – 10 Business Days

\* Delivery period varies depending on the schedule changes of FedEx.

### 4. How to Track Your Order Shipment

Please follow the following procedure to track your order.

- 1) Log in to My Office.
- 2) Go to [Order Management].
- 3) Click [Order Details].
- 4) Input the Order Number You Wish to Track and click [Order Number Search].
- 5) Look for the [Tracking] button under [Shipping Information].