



Sunflower Shipping Policy

Thank you for selecting the Sunflower Group for your commercial cleaning product needs. We are committed to ensuring a smooth and reliable shipping experience for our customers. Please review our shipping policy to understand the details and procedures related to shipping.

Shipping Locations:

We currently offer a global shipping service

Processing Time:

After placing a purchase order with us, please allow 1-2 business days for order processing and verification.

Orders are processed during regular business hours, Monday to Friday, excluding public holidays.

Shipping Methods and Delivery Times:

We utilize trusted freight forwarders and shipping companies to deliver your orders promptly and securely.

The estimated delivery timeframes are provided during the checkout process and are based on the shipping destination.

Standard sea freight shipping generally takes 3 - 4 weeks for delivery, depending on the location. Please note that these delivery times are estimates. Unexpected delays may occur due to factors beyond our control, such as weather conditions or carrier issues.

Shipping Charges:

Shipping charges are calculated based on the weight and dimensions of the products in your order, as well as the shipping destination.

The shipping cost will be displayed during the checkout process before finalizing your purchase. Order Tracking:

Once your order has been shipped, we will provide you with a tracking number via email or SMS, depending on your preferred communication method.

You can use this tracking number to monitor the progress of your shipment on the carrier's website.

Undeliverable Packages:

In the event that a package is deemed undeliverable due to incorrect or insufficient address information provided by the customer, the package will be returned to us.

We will contact you to verify the shipping details and arrange for reshipment. Additional shipping charges may apply in such cases.

Order Changes and Cancellations:

If you need to make changes to your order or cancel it, please contact our customer support team as soon as possible.

We will do our best to accommodate your request, but please note that changes or cancellations may not be possible once the order has been processed or shipped.

Damaged or Lost Shipments:

In the rare event that your order arrives damaged or is lost during transit, please contact us immediately.

We will work with the shipping carrier to investigate the issue and resolve it promptly.

Please provide any relevant details and documentation to assist in the claims process.

If you have any further questions or require assistance regarding our shipping policy, please don't hesitate to contact our customer support team.

We reserve the right to update or modify this shipping policy at any time. Any changes will be effective immediately upon posting on our website.