

FREQUENTLY ASKED QUESTIONS

I saw in your catalog/on your website that DHC has new shipping options. What has changed?

Many of our customers have written to us over the last year expressing the need for DHC to offer a lower shipping rate as well as more options for delivery time. After listening to your comments, we agreed. As of December 1, 2009, we're proud to unveil an updated shipping table that not only offers a **new Economy Shipping option for only \$4.50** for orders up to \$84.99, but also a **lower free shipping threshold of just \$85**.

SHIPPING AND PROCESSING	
DELIVERY OPTION	CHARGE WITHIN THE CONTIGUOUS UNITED STATES
Up to \$84.99	
Economy shipping (7–10 business days)	\$4.50
\$85 or more*	FREE ECONOMY SHIPPING
Standard shipping (5–7 business days)	add \$3
3-day transit	add \$8
2-day transit	add \$12
Overnight transit	add \$19

* Deliveries to Alaska, Hawaii, APO/FPO addresses and US Territories, including Puerto Rico, Guam and the US Virgin Islands, are not eligible for free Economy Shipping and are shipped via USPS Priority Mail® at the standard shipping rate.

- Transit time is the number of business days after ship date. Please allow additional time for processing and packing your order. Our shipping department is closed on weekends and company holidays.
- DHC may alter the shipping methods or carriers as the need arises.
- For information about orders outside the United States and its territories, call 1.800.DHC.CARE (342.2273) or 1.415.908.1401 ext 6301.
- Each order is limited to one delivery address.

Can you tell me more about the new Economy Shipping option?

At only \$4.50 for orders up to \$84.99, Economy Shipping is the most affordable delivery option we offer and an ideal choice for customers who do not need their merchandise expedited. Economy Shipping uses a combined service provided by FedEx in conjunction with the USPS. If you select this option, following order processing your package will be picked up at our warehouse by FedEx and transported to your local USPS facility. Your package will then be delivered to your mailbox by your postal carrier, which means it has the added benefit of Saturday delivery at no extra charge. The average transit time is 7–10 business days. We stand behind this option as a reliable delivery method.

Please note, however, that unfortunately we are not able to offer free Economy Shipping to Alaska, Hawaii, Puerto Rico, Guam, APO/FPO addresses and the US Virgin Islands. Deliveries to these destinations will incur the standard shipping rate of \$7.50 for orders up to \$84.99 or \$3 for orders \$85 or over.

Can I still track my package if I select Economy Shipping?

When using Economy Shipping, you will receive a Fed Ex tracking number that you can use to track your shipment up to delivery.

Is free Economy Shipping available for all deliveries?

Free Economy Shipping is available for virtually all DHC merchandise deliveries. However, there are a few exceptions, including packages delivered outside of the 48 contiguous United States, including Alaska, Hawaii, and U.S. Territories, as well as APO/FPO addresses. These deliveries are not eligible for Economy Shipping and are charged the standard shipping rate of \$7.50 for orders up to \$84.99 or \$3 for orders \$85 or over.

What if I want my products sooner than 7–10 business days?

That's perfectly fine. We understand that our Economy Shipping option is for those who don't need their deliveries right away and would rather save on shipping costs. If you want your products sooner, we still offer the following faster shipping options:

Shipping option	Transit time	Charge for orders up to \$84.99	Charge for orders \$85 or more
Standard shipping	5–7 business days	\$7.50	\$3
3-day transit	3 business days	\$12.50	\$8
2-day transit	2 business days	\$16.50	\$12
Overnight transit	1 business day	\$23.50	\$19

Remember that transit time is the number of business days after ship date. Please allow additional time for processing and packing your order. Our shipping department is closed on weekends and company holidays.

How do I select my shipping options?

It's easy. When placing your order:

- By mail/fax: Simply enter the amount of your shipping fee on the "Shipping and processing" line of your mail-in order form to indicate your desired delivery option.
- By telephone: Let your Call Center Advisor know which shipping method you wish. Your Advisor will also be happy to answer any questions you have about our new shipping options.
- Online: Your order will automatically be designated for Economy Shipping. To select a different option, click on the radio button to the left of your preferred shipping method.

Please note: When placing your order online, if your delivery destination is one that is ineligible for free Economy Shipping, such as Alaska, Hawaii, a US Territory or an APO/FPO address, on the shipping page during checkout, Economy Shipping will be the default delivery option selected; however, when you click "Continue checkout," our website will correct the shipping option to standard shipping.