

Shipping Policy

Effective Date: December 15, 2025

At **Collectors Cube**, we are committed to delivering your orders safely and efficiently. This Shipping Policy outlines how orders are processed, shipped, and delivered.

1. Order Processing

- Orders are typically processed within **[10-15 business days]** after payment confirmation.
 - Orders placed on weekends or public holidays will be processed on the next business day.
 - Processing times may vary during peak seasons or promotional periods.
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2. Shipping Destinations

Collectors Cube ships to:

- Domestic addresses within **[Singapore]**
- Selected international destinations

Shipping availability may vary based on location, courier service, and applicable regulations.

3. Shipping Rates

- Shipping fees are calculated at checkout based on destination, package size, weight, and selected shipping method.
 - Any applicable taxes, customs duties, or import fees are the responsibility of the buyer and are not included in shipping charges unless stated otherwise.
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4. Estimated Delivery Timeframes

Delivery times are **estimates only** and may vary depending on:

- Destination
- Courier service

- Customs clearance (for international orders)

Collectors Cube is not responsible for delays caused by couriers, customs authorities, or events beyond our control.

5. Tracking Information

- Tracking details will be provided once your order has been shipped, where available.
 - Tracking availability depends on the courier and shipping method selected.
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6. International Shipping

For international orders:

- Customs duties, taxes, and import fees may apply
 - Delays may occur due to customs inspection or clearance
 - Collectors Cube is not responsible for customs-related delays or fees
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7. Shipping of Collectible & Fragile Items

- Collectible and fragile items are carefully packed to reduce the risk of damage during transit
 - Insurance or signature-on-delivery services may be offered for high-value items, where available
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8. Risk of Loss & Damage

- Risk of loss or damage may pass to the buyer upon dispatch, subject to applicable laws
- Collectors Cube is not liable for loss or damage caused by third-party shipping providers

Customers are encouraged to inspect their items upon delivery.

9. Incorrect Address or Failed Delivery

- Customers are responsible for providing accurate shipping information
 - Additional shipping fees may apply for re-delivery due to incorrect or incomplete addresses
 - Collectors Cube is not responsible for delays or losses caused by incorrect address details
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10. Lost or Delayed Shipments

If your shipment is delayed or lost:

- Please contact us with your order number and tracking details
- We will assist in coordinating with the courier where possible

Resolution may depend on courier policies and insurance coverage.

11. Order Cancellations & Shipping

- Orders can only be canceled before they are processed or shipped
 - Once shipped, orders cannot be canceled and must follow our Refund Policy
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12. Changes to This Policy

Collectors Cube reserves the right to modify or update this Shipping Policy at any time. Changes will be posted on this page with an updated effective date.

13. Contact Information

For shipping-related inquiries, please contact:

Business Name: Collectors Cube

Email: collectorscube@gmail.com

Location: 71 Ubi Road 1, #07-45 Oxley Bizhub, 408732, Singapore