

Shipping Policy

When do you ship?

Orders are shipped Monday – Friday. If your order is shipping via UPS or FedEx, the order must be received by 11am pacific time to ship out the same business day. If your order is shipping via USPS, it must be received by 9am pacific time to ship out the same business day.

Where do you ship to?

We ship domestically as well as internationally. If you have a question about domestic shipments, or shipments going to Canada, please email kat@sherline.com. If you have questions about international shipments (anywhere but Canada and the US) please email kim@sherline.com

How do you ship?

Most of our orders ship via UPS. However if the items weigh less than a few pounds, we most likely will ship via USPS. We will also use FedEx at your request.

Since we do ship most of our orders via UPS, our website will only allow you to choose that as a shipping option. However there is a comments box on the shipping selection screen where you can write in your desired shipping method.

Small orders going to Canada and internationally will almost always be sent by USPS to help save on shipping cost and brokerage fees. Orders going to APO/FPO boxes will also be sent via USPS.

Rates to ship?

We do not charge a flat rate for shipping. Instead we charge you what the desired shipping company charges us. The charge is based on weight and location. Therefore the shipping quote you receive when you place an order is not your final shipping charge. We will adjust the final cost after your order has shipped out, and then charge you credit card at that time.

Your credit card is not charged when you place the order. So even though you are being quoted for UPS, you will only be charged for UPS if your order ships that way. If we ship your order by another method, your order will be adjusted and your credit card will be charged for the adjusted shipping cost after your order ships.

You can also have us use your UPS/FedEx account number to charge your shipping to. You can either write your account number in the comments box on the shipping selection screen or email it to kat@sherline.com

How to track an order that's been shipped?

If a tracking number is available and an email address was provided at the time of order, you will receive an automated email from either UPS or USPS with your tracking number once the order ships. For all other shipping methods, once the order ships, the order on our website is updated with a tracking number (if available). You can retrieve your order information by logging into your account on the website.

In store pick up option?

You can pick up your order via will call at our Vista location. Our showroom is open Monday-Friday 9am – 4pm. If you have a small order, than you can just stop by and pick up the items. If you have a larger order it may take a few hours to put together, so it may be best to call beforehand so that we can have it ready for you. Our toll free number is 1-800-541-0735 or you can email kat@sherline.com

If you place a will call order on our website, please email kat@sherline.com so that we can hold the order for pickup. Otherwise it may be shipped out.

Are the items in stock?

All items are normally held in stock. However we may sometimes run out due to sudden demand, in which case we will notify you and inform you of the date we expect to receive more stock.

What are the lead times?

We aim to ship orders within 2 working days for domestic orders and 4 working days for international orders. However this may sometimes be longer due to other circumstances such as order volume and backorders. Also we do have a few special order items that have longer lead times. These lead times are noted on the items page. Larger orders may also take a few extra days to ship out. If you require a faster lead time please email kat@sherline.com

What are the shipping times?

UPS/FedEx ground – 5-7 business days coast to coast

UPS/FedEx 3rd day – 3 business days

UPS/FedEx 2nd day- 2 business days

UPS/FedEx Overnight – 1 business day.

Please note that the shipping times do not including the day it was shipped. Example, if your 3rd day shipment goes out on Monday you will receive your order on Thursday. If your 2nd day shipment goes out on Monday you will receive it on Wednesday.

USPS first class mail is about 5 business days. USPS priority mail is 2-3 business days. And USPS Express is 1-2 business days. USPS does delivery on Saturday so if your priority mail shipment goes out on Wednesday you will receive it either Friday or Saturday. If it goes out on Thursday, you will receive it either Saturday or Monday.

Customs, Duties and Taxes for all orders shipping outside of the US

Please be aware with international orders; customs fees, duties, taxes and or brokerage fees may apply. Please check with your local government/customs agent to see if any fees apply. These fees are not included in your order cost and are not handled by Sherline. It is your responsibility to pay any fees that your government may require.