



Shipping Policy

USPS & UPS fulfillment for shevaventures.com

EFFECTIVE DATE	PRIMARY CARRIERS	OPTIONAL PROTECTION
May 1, 2026	USPS / UPS	Based on item value & eligibility

This Shipping Policy explains order processing, delivery estimates, tracking, address requirements, high-value shipment controls, and optional shipment protection for purchases from Sheva Ventures.

IMPORTANT SHIPPING-PROTECTION NOTE

Optional protection may vary by carrier and order value. USPS may offer postal insurance on eligible services. UPS “declared value” increases UPS’s potential liability but is not insurance. Any separate third-party shipping insurance or protection will be identified as such at checkout or on the order confirmation.

1. Shipping Carriers

Sheva Ventures primarily uses the United States Postal Service (USPS) and United Parcel Service (UPS). The carrier and service level may be selected based on package size, value, destination, delivery speed, service availability, and risk controls.

A carrier displayed at checkout is subject to operational availability. We may use an equivalent service when reasonably necessary, provided the change does not materially reduce the purchased delivery service without notice.

2. Order Processing

Most in-stock orders are prepared for shipment within 1-2 business days after payment and any required verification are completed. Weekends, holidays, high-volume periods, special orders, fraud review, address verification, or inventory transfer may extend processing time.

Processing time is separate from carrier transit time. An order is not considered shipped until it is tendered to the carrier and tracking is generated or activated.

3. Delivery Estimates

Transit estimates shown at checkout or in a carrier tracking system are estimates unless the selected carrier service expressly provides a delivery guarantee. Weather, carrier congestion, service interruptions, security events, and other conditions outside our control may cause delays.

Sheva Ventures does not guarantee an arrival date for a time-sensitive production, event, trip, rental, or project unless a separate written commitment is made.

4. Shipping Addresses

- Customers are responsible for providing a complete and accurate delivery address, including apartment, suite, unit, and access information.
- For fraud prevention, we may require the shipping address to match or be associated with the verified billing/payment information for certain high-value transactions.
- Orders to P.O. boxes or certain military/diplomatic addresses may require USPS service because UPS generally requires a physical street address.

- Once a package is in transit, address changes or carrier reroutes may be unavailable or restricted for security reasons.

5. Tracking and Delivery Confirmation

When tracking is available, tracking information will be provided or associated with the order after shipment. A carrier scan showing “delivered” is evidence of delivery but may be reviewed if the customer promptly reports a delivery issue.

For higher-value products, Sheva Ventures may require signature confirmation, adult signature, delivery to a staffed location, or other carrier controls. These controls may be applied even if the customer does not purchase optional shipment protection.

6. Optional Shipment Protection / Insurance

Depending on product price, carrier, destination, and service level, customers may be offered optional shipment protection for an additional charge. Availability, limits, exclusions, and cost will be determined at checkout or during order confirmation.

For eligible USPS services, postal insurance may be included up to the amount provided by USPS for that service and additional insurance may be available subject to USPS limits and rules.

For UPS shipments, a declared value above the standard carrier liability limit may be purchased or applied. UPS declared value is not insurance; it establishes a higher maximum potential carrier liability subject to UPS terms and exclusions. Separate cargo/shipping insurance may be offered only if specifically identified.

Choosing optional protection does not guarantee payment of a claim. Carrier or insurer documentation requirements, exclusions, packaging requirements, proof of value, time limits, and claim determinations apply.

7. High-Value Shipments

For higher-priced cameras, lenses, lighting equipment, or other valuable items, Sheva Ventures may use enhanced packaging, declared value/insurance, signature service, identity or address verification, or delivery restrictions. Additional charges will be disclosed when charged to the customer.

We may decline shipment to an address that cannot reasonably satisfy carrier, payment, fraud-prevention, export, or security requirements.

8. Lost, Missing, or Stolen Packages

If a package is not delivered by the expected date, contact Sheva Ventures after checking the carrier tracking record and any delivery notice. We may initiate a carrier trace or claim when appropriate.

If tracking shows delivered but the package cannot be located, report the issue promptly, preferably within 3 business days. Customers should also check with household members, building staff, mailrooms, neighboring delivery points, or other secure locations used by the carrier.

Replacement or refund for a lost or stolen package depends on the facts, carrier investigation, applicable carrier liability, optional protection purchased, and applicable law.

9. Damaged Shipments

If an order arrives visibly damaged, photograph the shipping carton, shipping label, internal packaging, and product before discarding any materials. Keep all packaging until the claim is resolved.

Report visible transit damage promptly, preferably within 3 business days of delivery. We may request photographs, serial numbers, packaging, inspection, or return of the item to support a carrier or protection claim.

10. Refused, Undeliverable, or Returned-to-Sender Packages

If a package is refused, unclaimed, returned because of an incorrect/incomplete address, or otherwise returned to sender for reasons not caused by Sheva Ventures or the carrier, actual outbound and return shipping costs may be deducted from any refund, along with any applicable return-policy deduction for product condition.

We may require payment of new shipping charges before reshipping an undeliverable order.

11. Split Shipments and Partial Delivery

An order may ship in multiple packages when items are stored separately, require different packaging, or become available at different times. Separate tracking numbers may be provided. A partial shipment does not necessarily mean an item is missing.

12. Geographic Scope and International Orders

This policy is designed primarily for U.S. domestic shipments. If international shipping is offered for a particular order, additional terms may apply, including duties, taxes, customs clearance, import restrictions, brokerage, export compliance, and carrier limitations. Any international-specific terms disclosed at checkout or in writing will control.

13. Carrier Rules

USPS and UPS tariffs, service guides, packaging requirements, prohibited-item rules, liability limits, insurance/declared-value rules, and claim procedures apply to shipments handled by those carriers. Carrier terms may change from time to time.

14. Contact

For a shipping question, address issue, delivery problem, or damage/loss claim, contact Sheva Ventures using the information below and include the order number and tracking number.

Sheva Ventures

Address: 1310 Idlewood Rd, Glendale, CA 91202

Tel: (945) 268-2533

Email: shevaventures1@gmail.com

Website: shevaventures.com