

Shipping Policy

At **Eagle Sharp Knife**, we ensure your handcrafted Damascus knives are delivered quickly, securely, and with full tracking updates.

Processing Time

Order Type	Processing Time
Standard Orders	2–3 business days
High Volume / Custom Orders	5–10 business days

Business days: Monday–Friday (excluding weekends & public holidays) Tracking details are sent via email once your order ships.

Shipping Options

Method	Cost	Delivery Time
Standard Shipping (Orders < \$150)	\$5.99	5–7 business days
Standard Shipping (Orders ≥ \$150)	FREE	5–7 business days
Express Shipping (All Orders)	\$20 flat rate	2–3 business days

Important Information

- Delivery time starts **after dispatch**, not at order placement.
- Processing time is separate from delivery time.
- Ensure your shipping address is correct — re-shipping costs for incorrect addresses are the customer’s responsibility.
- All shipments include **tracking details** via email.

Customs & Import Duties (International Orders)

Responsibility	Details
Duties & Taxes	Paid by customer
Customs Delays	Beyond our control

Delivery Delays

Delays may occur due to:

- Weather conditions
- Customs clearance
- Carrier issues
- Peak holiday season (**Nov 23 – Dec 28**)

Lost or Delayed Packages

- If tracking shows “delivered” but you haven’t received it, check with your local courier or neighbours.
- We are not responsible for stolen or lost packages after confirmed delivery.

Contact Us

For shipping inquiries or order assistance: **Email:** info@eaglesharpknife.com