

Shipping Policy

Shipping Charges

Shipping charges will be automatically calculated based on the final delivery address and applied to the total of the order.

Order Tracking

Once an order has been placed, a tracking number will be provided via a shipment confirmation email, generally within 5 business days. A Planner or Customer may contact the Customer Service at CS@RIMAN.com if such an email is not received for order tracking information. Once an order has been shipped, the tracking information will be made available via My RIMAN and via the Order History page on the RIMAN, INC. website.

After RIMAN, INC. has accepted and processed an order, it will make reasonable efforts to ship the order to the address specified in the order using a carrier chosen by RIMAN, INC. The risks of loss or damage will pass to the customer or ordering Planner upon the carrier's confirmation of delivery to the specified address. Orders are shipped on business days only, excluding Federal Holidays. Planners and their Customers should allow up to 2 business days for order processing and an additional 5-7 business days for delivery within the continental U.S., and up to 14 business days for delivery within Canada. In some instances, additional business days may be necessary to complete delivery due to carrier handling and routing, which is outside of RIMAN, INC.'s control. RIMAN, INC. will make reasonable efforts to fill Planners' and Customers' orders but will not be liable for any delay in delivery due to carrier error or for orders where proof of delivery has otherwise been provided to RIMAN, INC. by said carrier. RIMAN, INC. reserves the right to cancel any order where the address has been changed after the order is placed. Any orders which are deemed undeliverable by the carrier within or up to 30 days of the date of order placement will be automatically cancelled and refunded.