01

SHIPPING & DELIVERY

FLYING TO YOU!



Made just for your young explorer

Printed with care. Packed for adventure.

MADE TO ORDER

Every AYO Explores item is made after you place your order. Our print-on-demand partners produce books, puzzles, clothing, pouches, and luggage covers for your young explorer.

MORE THAN ONE PACKAGE?

Different products may be made by different partners. They can ship from different locations and arrive on different days. This is normal for mixed orders.

PRODUCTION TIMES

Apparel, pouches, luggage covers, and puzzles: typically 2–5 business days. Books and calendars: typically 3–5 business days. Busy periods can take longer.

TRANSIT ESTIMATES

Printify items: US standard transit typically 2–5 business days; international typically 10–30 business days. Book delivery varies by destination and shipping method.

IMPORTANT TO KNOW

Production time is added to shipping time. All delivery windows are estimates, not guarantees. Business days exclude weekends and holidays.

02

YOUR ORDER JOURNEY

From checkout to doorstep

01 ORDER CONFIRMATION

After checkout, look for your order confirmation email. Check your spam folder if it does not appear.

02 PRODUCTION BEGINS

Your products are sent to our fulfillment partners to be printed or prepared. Different items may be handled separately.

03 SHIPPING UPDATES

You will receive shipping confirmation and tracking when packages are dispatched. Separate packages may have different tracking numbers.

04 DELIVERY DAY

Your book might arrive before your T-shirt or puzzle. Parcels may display a fulfillment partner name instead of AYO Explores.

HOW SHIPPING CHARGES WORK

Your checkout displays one combined shipping total, which may include charges for multiple fulfillment groups. We do not currently offer free or expedited shipping. Final charges appear before payment.

03

WORLDWIDE SHIPPING

Where adventures can travel

WHERE WE SHIP

We ship within the United States and Canada and to selected international destinations. Availability depends on the item, destination, and fulfillment partner.

INTERNATIONAL ORDERS

Import duties, VAT, customs, brokerage fees, and similar charges are the customer's responsibility. Separate packages may be assessed separately.

DELAYS & RESTRICTIONS

Carriers, customs inspections, weather, and local rules may affect delivery. Some countries or territories are unavailable for certain product categories. If your destination cannot be selected at checkout, we cannot ship that item there yet.

SHIPPING RATE INFORMATION

Rates are shown at checkout based on your cart and destination. Products may ship from different facilities, so neighboring countries can have different shipping costs. Please review your shipping total before completing your order.

04

RETURNS & SUPPORT

We are here to help

DAMAGED OR INCORRECT ITEMS

Contact info@ayoexplores.com within 30 days of the shipment date. Include your order number and clear photos. Confirmed defects or incorrect items will be replaced at no cost.

LOST PACKAGES

If a package has not arrived within 30 days of shipment (45 days internationally), contact us within the next 5 days so we can investigate with our partner.

RETURNS & EXCHANGES

Because products are made to order, we do not accept change-of-mind or wrong-size returns. Please review sizes and product details before checkout.

CANCELLATIONS

Email us promptly with your order number. Cancellation is not guaranteed once production begins, and shipped orders cannot be cancelled.

NEED A HAND?

Email info@ayoexplores.com with your order number and a brief description of the issue. We will help you understand the next steps.