

MOVA99

Customer Service

Shipping Information

Mova99 LLC ships exclusively within the United States, delivering directly to your door.

Shipping Overview

Detail	Information
Destination	United States Only
Standard Shipping Cost	\$2.41 per order
Processing Time	1–3 Business Days
Estimated Delivery	4–9 Business Days after processing
Total Estimated Time	5–12 Business Days from order date
Tracking	Emailed once order ships

Order Processing

After payment is confirmed, your order is processed within 1–3 business days. You receive an order confirmation email immediately and a shipping confirmation with tracking once dispatched.

Tracking Your Order

- Log into your Mova99 account and go to My Orders
- Click on your order to view status and tracking information
- Tracking may take 24–48 hours to update after shipment

Delivery Issues

- Not arrived after 15 business days: Contact support@mova99.com
- Incorrect address provided: Contact us WITHIN 2 HOURS of placing the order — after that we cannot guarantee a correction
- Marked delivered but not received: Contact support@mova99.com and we investigate
- Damaged package: Photograph immediately and email support@mova99.com with your Order ID

Important Notes

- Mova99 LLC is not responsible for delays caused by weather, natural disasters, or carrier issues beyond our control.
- Multiple items in one order may ship separately.
- Delivery estimates are in business days — weekends and holidays excluded.
- Incorrect address: If you entered a wrong address, contact us within 2 hours of placing the order. After 2 hours, we cannot guarantee any address changes.