

I'm excited to inform you that all of my coloring books are printed and shipped by Lulu.com, a print-on-demand service. This means that when you place your order on my site, Lulu.com will take care of printing and sending it directly to your address. For more information on delivery options, shipping times and costs, I invite you to read the Lulu.com guide:

Shipping: The Basics

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Lulu is a print-on-demand company, so any physical products purchased will need to be printed and bound before they are shipped to you. This includes books, yearbooks, photo books, comic books, calendars, and magazines.

We produce books at our print facilities across the world including locations in France, India, Australia, the United Kingdom, Canada, and the United States, and then ship the print products globally.

Our normal production times are 3-5 business days, but your shopping cart will display the estimated production time specific to your order.

Ebook orders are fulfilled immediately after purchase, and you will be able to download them without any delay.

Note: Shipping times are estimates and not guaranteed. Express and Expedited delivery methods deliver Monday through Friday.

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Possible Delays/Additional Shipping Information

Incorrect delivery addresses, customs delays, natural disasters, and delivery restrictions may delay your order. Orders affected by such delays may take as long as 6 weeks to arrive. Lulu takes no responsibility for delivery delays outside of our control and will take no action on these orders during that time.

- Untraceable Mail and Priority Mail services may require extra transit times and may take up to 28 days to complete delivery.
- Untraceable Mail and Priority Mail orders that do not arrive within 28 days may be eligible for a reorder at the discretion of Lulu Support Staff. Please note that we will not offer more than one reorder for customers choosing to use untraceable shipping methods.
- Packages shipped via Mail will be delivered using the postal service of the destination country.
- Local Customs and Immigration agencies determine duties or taxes levied against packages arriving from outside the destination country. [Click here](#) for more information regarding VAT. These additional fees are the responsibility of the recipient. Lulu cannot be held responsible for any costs incurred by the purchaser or recipient of orders due to shipment failure or late delivery.
- Packages shipped to military APO / FPO and diplomatic DPO addresses must use US Postal Service shipping. Ground, Expedited, and Express shipping cannot be used. To ensure your order is sent via USPS, make sure the country chosen at the shipping step is the United States of America.
- Please note that we do support shipments addressed to Armed Forces Europe, Armed Forces Pacific, and Armed Forces America. Select the option that best fits your Armed Forces shipping destination.
- Please allow for additional transit times when shipping outside of the continental United States (Hawaii, Alaska, Puerto Rico, APO addresses, and other US territories). If transit times exceed 14-21 days, please contact Lulu Support Staff who at their discretion may place a reorder.

When Will My Order Ship?

Books are printed on-demand at printing facilities around the world. This means, when you place your order, we print it. While this process is very efficient and environmentally friendly, it can take just a bit more time before your order ships.

Books and Calendars - Our normal production times are 3-5 business days, but your shopping cart will display the estimated production time specific to your order.

Ebook Downloads - Available immediately from the My Account > Order History page.

If your order stays in the Fulfilling status longer than the times listed above, please go to our online [Customer Support form](#) to submit a support request.

Please Note: During high-demand seasons such as Holidays and back to school, printing times may be slightly longer than average estimated print times.

How Do I Know if My Books Have Shipped?

Lulu sends a shipment notification email to the email address entered during checkout once the books are packaged for delivery. A tracking number will be included in the email if the method chosen during checkout was traceable. You can also check the status of your order by going to your [Order History page](#) (registered users) or using our [Order Lookup link](#) (guest and registered users.)

How Can I Track My Shipment?

The shipping confirmation email will include your order's tracking link, if applicable. Clicking it will open the tracking page on the site of the carrier for your order.

Note: There may be a 48-hour delay between the time you receive your shipping notification and the time your package is scanned into the tracking system.

What if There's Something Wrong With My Order?

If your order arrives with damage, a print defect, or is an incorrect book, please [reach out to us](#) and we'll be happy to assist you. Please attach a digital image showing the problem with the order instead of shipping the book or package back to us.

Return Policy

Print-on-Demand Books and Calendars

If you received damaged, defective, or incorrectly packaged items, we are happy to provide a replacement copy. Please notify us within 30 days of your order's shipment date through our [online Customer support form](#).

Note: Lulu accepts no responsibility for the quality of the content (including misspelled words, grammatical errors, etc.), formatting, design or overall book appearance and will not provide refunds for those reasons.

Ebooks

Ebooks are not returnable or refundable and cannot be exchanged after purchase. If you need assistance with a purchase or download, please [contact Lulu Support](#).

Special Addresses

Deliveries to Russia or Ukraine

Due to factors beyond our control, Lulu cannot ship orders to Russia or Ukraine.

Prisons

Before ordering, please take a moment to learn of any specific delivery restrictions. For example, prisons typically do not allow coil-bound books and require delivery via mail.

Note: If an order is returned from a prison, Lulu will not refund or reorder.

How Do I Calculate the Shipping Cost?

To see the available shipping options and cost of the book you wish to order, add it to the cart, adjust your quantity, and enter your shipping address. If you have not yet created a book, you can use our [Pricing](#) page to calculate the manufacturing cost, shipping estimate, bulk discount, and revenue amounts.

To access the calculators:

- Go to [Lulu.com](#), click **Pricing** in the page header, and select the **Book Pricing** option.
- Choose your book size, enter the number of pages, and select print quality, paper, and binding type.
- The Pricing Calculator will display the estimated price per book.