

Shipping Policy (for Hardware Products)

Effective Date: January 1, 2025

At Crave Asia, we are committed to delivering high-quality hardware products to our customers with transparency and care. This Shipping Policy outlines the expected timelines and procedures for orders involving overseas production and delivery.

Order & Production Timeline

- All hardware products are made-to-order or sourced internationally.
- Once payment is confirmed, production typically takes 3 to 4 weeks.
- After production, items are prepared for international shipping and final delivery.

Estimated Delivery Time

- The total delivery timeframe is between 6 to 12 weeks from the date of order confirmation.
- Delivery times may vary depending on product type, production queue, customs clearance, and shipping conditions.

Shipping Notifications

- You will receive an order confirmation email once your order is placed.
- A shipping notification with tracking information will be sent once your product leaves our facility or warehouse.

Shipping Costs

- Shipping charges are calculated based on product size, weight, and delivery destination.
- Shipping fees will be clearly presented during checkout or in your invoice.
- Customs duties or import taxes (if applicable) are the responsibility of the customer.

Delays & Force Majeure

While we strive to meet delivery estimates, delays may occur due to:

- Customs inspections
- Global shipping disruptions
- Raw material shortages or supplier delays

In such cases, we will keep you informed and provide updated delivery estimates.

Order Tracking & Support

If you have questions about your order status, contact us at any time with your order number. We'll provide updates or tracking information as available.

Contact Us

Email: hello@craveasia.com

Phone: +81 80 7360 9205