

Mail Order Rule

Under the Federal Trade Commission's Mail Order Rule, a company must ship your order within 30 days from the time it receives the order, unless its promotional advertising clearly states some other time period for shipment; an example might be, "allow 6-8 weeks for delivery".

If the company cannot ship your order within the time period as it has stated, the company must send you written notice of the delay and give you the chance to cancel your order if you do not agree to the delay.

If you choose to cancel rather than accept the delay, you generally need to do so in writing, and the company has seven days from the time it receives your notice of cancellation to issue a refund.