

Thank you for your order!

We're excited to get started and ensure your delivery goes as smoothly as possible. Below are important shipping and delivery details to help manage expectations and avoid any surprises:

Order Processing & Production

Once we receive your order, along with complete shipping details and payment confirmation, we begin processing and add your order to our production queue. Depending on current demand, this typically takes 1–3 business days.

Please note: Shipments may be dispatched from any of our warehouse locations, as we operate facilities in multiple cities and states.

Shipping & Delivery Coordination

We coordinate freight through third-party/dispatchers transportation providers. Please keep in mind:

- We do not control carrier schedules or exact delivery times.
- Deliveries generally occur within a 1–3 business day window after dispatch.
- Standard delivery hours are 9:00 AM – 5:00 PM on the scheduled delivery day.
- If your location requires a liftgate (LTL only), appointment, or has limited access, please notify us in advance to avoid delays or additional fees.

Please note: Lonestar Minerals does not own or operate freight equipment. All freight is arranged through independent third-party carriers, and availability is based on real-time market conditions.

Less Than Truckload (LTL) Shipments

For LTL orders, your shipment may be consolidated with other freight. This means it may not ship on a dedicated truck and could make multiple stops en route. As a result, transit times may be slightly longer than Full Truckload (FTL) shipments.

Shipping Locations & Possible Delays

Shipments may originate from locations that are several hours or even days away from your destination. Delays can occur due to traffic, weather, carrier capacity, route changes, or other unforeseen factors outside our control. Please keep in mind that during national holidays or facility closures, delivery windows may be extended by several business days due to reduced carrier availability and longer transit times. We recommend factoring this into your scheduling when placing orders.

Guaranteed Delivery (Optional)

Our standard freight rates do not include guaranteed or time-definite delivery. If you require delivery by a specific date and time, please notify us in writing. We'll be happy to provide a dedicated freight quote, which involves higher cost and may require additional lead time.

Communication & Support

Once your order is on the move, we'll keep you updated and provide delivery details so you can plan accordingly.

You'll need the proper equipment on site to unload a 3,000 lb super sack. If you're placing a less-than-truckload (LTL) order and don't have unloading equipment, let us know in advance so we can arrange special handling services with the carrier. Please specify your preferred delivery date, and include 2–3 options if possible. We require a minimum window of 24 to 72 hours to schedule logistics effectively. Delays related to holidays, carrier availability, or weather do not qualify for order cancellation penalties, compensation, or reimbursements.