



# SHIPPING POLICY

## Processing Time

Product orders placed before 5:00 PM EST Monday through Friday will be shipped the same day. Product orders placed after 5:00 PM EST or on weekends will be shipped the next business day. Standard delivery is three to five business days. Delivery times may be affected by seasonal carrier volume.

## Shipping Options

Product orders are shipped via UPS Sure Post, UPS Ground, UPS 2-Day Air, and USPS Priority Mail. UPS Sure Post - UPS will deliver the packages to the Postal Service for final delivery. In some instances, UPS will deliver the packages themselves, and the tracking information will reflect this. UPS cannot deliver to a PO Box. If your shipping address is a PO Box, USPS delivery must be selected as the delivery option.

## Shipping Rates

The rates charged for the shipping of your order are based on the total weight of your product order. Before the final checkout page, you will be shown the cost of shipping and handling. Product orders over \$200.00 will qualify for free standard shipping. UPS Next Day Air shipping is available for an additional charge.

Shipping rates are subject to change based on current carrier rates and seasonal surcharges. Although we are not responsible for any increases, we make every effort to minimize the effects on our customers.

## Order Tracking

After the tracking number is provided by the carrier, the tracking number with a direct link will be updated in the "Orders" section of your i-office portal.

## Canceling an Order

SmartShip orders must be canceled no less than 24 hours before processing. Once an order is processed by our fulfillment center, we cannot stop, intercept, or otherwise redirect the package. Please see the Return Policy to return an order for a refund.

## Temporarily Out of Stock

Temporarily Out of Stock items are noted on the Products page. If any component of your order is out of stock, we will make every effort to split the order and ship the available components.

However, if the expected date for the items to return to stock is less than one week, the order may be slightly delayed until it can be shipped in its entirety. If the expected date of the items to return to stock is more than one week, you will receive an email notification.