

TECHGEAR PRO: SHIPPING AND LOGISTICS OPERATIONS MANUAL

1. PROCESSING TIMELINES

All orders are subject to a 24-hour processing window. Orders placed after 2:00 PM EST on a Friday will not be processed until the following Monday. "Business Days" are defined as Monday through Friday, excluding US Federal Holidays.

2. SHIPPING TIERS (DOMESTIC)

Section 2.1: Tiered Pricing Structure

- **LIGHTWEIGHT** (0.1 - 5.0 lbs): \$5.99 Standard / \$15.99 Express
- **MEDIUM** (5.1 - 20.0 lbs): \$12.99 Standard / \$29.99 Express
- **HEAVY** (20.1 - 50.0 lbs): \$25.00 Standard / \$55.00 Express
- **FREIGHT** (50.1+ lbs): Requires a custom quote from the Logistics Team.

3. INTERNATIONAL LIMITATIONS

We currently do not ship to P.O. Boxes or APO/FPO addresses for international orders. Import duties and Value Added Tax (VAT) are the sole responsibility of the recipient and are not included in the checkout price.

4. FORCE MAJEURE

The Company is not liable for shipping delays caused by "Acts of God," including hurricanes, global pandemics, or labor strikes. In such events, the 5-7 day delivery guarantee is suspended.