

Shipping & Delivery Guide

Everything You Need to Know About Your Order

Shipping Options

Standard Shipping (FREE on orders \$50+)

Cost: \$5.99 (FREE for orders \$50 or more)

Delivery Time: 3-7 business days

Tracking: Provided via email

Carrier: USPS, FedEx, or UPS (based on destination)

Details:

- Most cost-effective option for non-urgent orders
- Orders ship within 1-2 business days
- Delivery to your door (signature not required)
- Available to all 50 US states, PO boxes, and APO/FPO addresses

Estimated Delivery by Region:

- Northeast: 3-5 business days
- Southeast: 3-5 business days
- Midwest: 4-6 business days
- Southwest: 4-6 business days
- West Coast: 5-7 business days
- Alaska/Hawaii: 7-10 business days

Expedited Shipping

Cost: \$15.99

Delivery Time: 2-3 business days

Carrier: FedEx or UPS

Details:

- Faster delivery for time-sensitive orders
- Orders placed by 2 PM ET ship same day
- Tracking provided
- Signature may be required for high-value items

Express Shipping (Overnight)

Cost: \$29.99

Delivery Time: 1-2 business days

Carrier: FedEx Overnight or UPS Next Day Air

Details:

- Fastest delivery option

- Orders placed by 12 PM ET ship same day for next business day delivery
- Saturday delivery available for additional \$15
- Signature required
- Not available to PO boxes

International Shipping

International Standard (Canada & Mexico)

Cost: Starting at \$19.99

Delivery Time: 5-12 business days

Tracking: Full tracking provided

Details:

- Customs duties and taxes are the buyer's responsibility
- Customs clearance can add 2-5 days to delivery
- Some items may be restricted for export

International Express (Worldwide)

Cost: Starting at \$49.99

Delivery Time: 3-7 business days

Carrier: DHL Express or FedEx International

Available Countries:

We ship to over 200 countries and territories. Shipping cost is calculated at checkout based on destination and package weight.

Important Notes:

- Buyer is responsible for all customs duties, taxes, and fees
- Orders may be held by customs (beyond our control)
- Some electronics may require certifications for certain countries
- Warranty service may vary by country - check with manufacturer

Order Processing

Processing Time

In-Stock Items: Ship within 1-2 business days

Pre-Order Items: Ship on or before the release date

Backorder Items: Ship when restocked (estimated date provided)

Custom/Build-to-Order: 3-5 business days processing time

Business Days: Monday through Friday, excluding federal holidays

Order Cutoff Times:

- Standard Shipping: 5 PM ET for same-day processing
- Expedited Shipping: 2 PM ET for same-day processing
- Express Overnight: 12 PM ET for same-day processing

Order Confirmation

You'll receive an email confirmation immediately after placing your order with:

- Order number
- Items ordered
- Shipping address
- Estimated delivery date
- Total amount charged

Note: This confirmation means we received your order, not that it has shipped.

Shipping Confirmation

When your order ships, you'll receive a shipping confirmation email with:

- Tracking number
- Carrier information
- Link to track your package
- Estimated delivery date

You can also track your order by logging into your account at www.techstore.com

Tracking Your Order

How to Track

Method 1: Email Link

Click the tracking link in your shipping confirmation email.

Method 2: Website

1. Log in to your account at www.techstore.com
2. Go to "Order History"
3. Click on your order
4. Click "Track Package"

Method 3: Carrier Website

Enter your tracking number directly on the carrier's website:

- USPS: www.usps.com/tracking
- FedEx: www.fedex.com/tracking
- UPS: www.ups.com/tracking
- DHL: www.dhl.com/tracking

Tracking Information Timeline

Label Created: Shipping label has been created, package not yet picked up

In Transit: Package is on its way to you

Out for Delivery: Package is on the delivery truck, arriving today

Delivered: Package has been delivered

Exception: Delay or issue - see details or contact carrier

Note: Tracking may take 24 hours to update after shipping confirmation is sent.

Delivery Information

Signature Requirements

Signature Required for:

- Orders over \$500
- Express overnight shipments
- Items specifically marked as requiring signature

If No One Is Available to Sign:

- Carrier will leave a notice
- Package can be picked up at local carrier facility
- You can authorize release (check with specific carrier)
- Carrier will attempt redelivery (usually up to 3 attempts)

Delivery Locations

Residential Delivery:

- Packages delivered to your door
- Apartment: Delivered to unit or building entrance
- No access: Driver will leave notice

Business Delivery:

- Delivered during business hours
- May be left at reception or mailroom
- Provide company name for accurate delivery

PO Boxes:

- USPS shipments only
- Not available for Express Overnight
- Large items may require pickup at post office

APO/FPO Addresses:

- USPS shipments only
- Extended delivery time (military mail)
- Some items cannot be shipped to military addresses

Common Shipping Issues

Package Lost or Stolen

If your package shows "Delivered" but you didn't receive it:

1. Check all possible delivery locations (front/back door, garage, mailbox, with neighbors)
2. Verify the delivery address on your order
3. Check with household members or building staff
4. Wait 24 hours (sometimes marked delivered prematurely)
5. Contact the carrier for GPS coordinates of delivery
6. Contact us within 48 hours - we'll file a claim and send a replacement

Prevention Tips:

- Request signature confirmation
- Ship to workplace if home delivery is risky
- Use carrier app to provide specific delivery instructions
- Install security cameras or doorbell cameras

Package Damaged in Transit

If package arrives damaged:

1. Take photos of box and contents before opening fully
2. Save all packaging materials
3. Contact us immediately at support@techstore.com
4. Include photos and order number
5. We'll send replacement or arrange return

Note: Do not refuse damaged packages. Accept and document the damage for claim purposes.

Delayed Shipment

If your package is delayed:

- Check tracking for updates
- Weather, holidays, and carrier delays can extend delivery time
- If package is more than 3 days late, contact us
- We'll investigate with carrier and provide update or replacement

Common Delay Causes:

- Weather conditions (snow, hurricanes, floods)
- Peak season volume (holidays)
- Customs clearance (international)
- Incorrect address
- Carrier operational issues

Address Changes & Delivery Preferences

Changing Delivery Address

Before Shipment:

Contact us immediately at support@techstore.com. If order hasn't shipped, we can update the address at no charge.

After Shipment:

- Contact the carrier directly (use tracking number)
- Some carriers allow address changes for a fee
- We cannot change address once package has shipped
- Alternative: Refuse delivery and we'll reship (may incur fees)

Hold for Pickup

Most carriers allow you to request package be held at a local facility for pickup:

- FedEx: Hold at FedEx location
- UPS: Hold at UPS Access Point or UPS Store
- USPS: Hold at Post Office

Use your tracking number to request this service through the carrier's website or app.

Special Shipping Scenarios

Large or Heavy Items

Items over 50 lbs or oversized items (furniture, large monitors):

- May require freight shipping
- Delivery to curb or threshold (not inside home)
- Extended delivery time (5-10 business days)
- Phone call to schedule delivery
- Signature required

White Glove Delivery:

Available for an additional fee - includes delivery inside home and assembly if needed.

Pre-Orders

- Charged when order is placed
- Ships on or before release date
- Delivery method chosen applies from ship date
- You'll receive email notification when shipped
- Can cancel anytime before shipment for full refund

Shipping Restrictions

Items We Cannot Ship To:

- US Territories (some items): Puerto Rico, Guam, US Virgin Islands - contact us to verify
- International P.O. Boxes
- Freight forwarders (at our discretion)

Restricted Items for International Shipping:

- Lithium batteries (restrictions vary by country)
- Some electronics require certifications
- Software with encryption (export restrictions)
- Items over certain value thresholds

We'll notify you at checkout if an item cannot be shipped to your location.

Contact Information

Shipping Questions:

Email: shipping@techstore.com

Phone: 1-800-555-TECH (8324)

Hours: Monday-Friday 8 AM - 8 PM ET

Track Your Order:

www.techstore.com/track

International Shipping:

Email: international@techstore.com

Phone: +1-512-555-1234

We're here to help ensure your order arrives safely and on time!