

Shipping & Delivery Policy

At U2 Group, we deliver all our products and services digitally. Please read the information below to understand our delivery process for both **pre-designed house plans** and **custom architectural design services**.

1. Digital Delivery of Pre-Designed House Plans

- All pre-designed plans are delivered **digitally** in PDF or CAD format.
 - Files are sent to your email within **1 to 2 business days** after successful payment via **Stripe**.
 - Delivery is done via **email attachment** or **secure download link** (depending on file size and type).
 - Please ensure your email is correctly entered at checkout. If you haven't received your files within 2 business days, contact us at **contact@u2.group**.
-

2. Custom Design Projects

- Custom projects have **varying delivery times** depending on complexity, revisions, and agreed milestones.
 - Upon confirmation of your project, we will provide a **personalized delivery timeline**.
 - Files are delivered in formats such as PDF, CAD, 3D renders or models, always via secure cloud download.
 - Communication and delivery updates will be handled through the contact method you provided during onboarding.
-

3. Add-Ons or Extra Services

- Certain optional services such as:
 - *Alternative foundations,*
 - *Editable source files,*
 - *Material lists,*
 - *3D visualization packages,*
may increase the delivery time. You will be notified of any extended timeline before finalizing your purchase.
-

4. International Delivery

- All digital files are accessible **globally**. There are **no restrictions** on location since we do not ship physical items.
 - Delivery times remain the same regardless of your country.
 - Stripe enables **secure global payments**, and currency conversion is handled automatically at checkout.
-

5. Failed Delivery or Issues

- If you haven't received your digital files after the estimated timeframe, please:
 - Check your **spam/junk folder**.
 - Contact us at **contact@u2.group** within **7 calendar days** of purchase.
 - We'll re-send or provide alternate download access at no extra cost.
-

6. No Physical Shipping

- U2 Group **does not** ship physical plan sets. All services and products are **100% digital**.

- If you require physical printing, you may use the PDF files at a local print shop, in accordance with the license terms.