**What could be causing the FedEx tracking number to stop working?**

## FedEx might have sent one item but not all. You may be asked to wait for your items to arrive in this case. If you have not received your package, please contact our customer service or our shipping department to get an update. If you have received damaged packages, please contact your carrier.

**What should I do if I don't receive my order during the UPS/FedEx delivery window?**

We recommend that you verify the UPS/FedEx Info Notice you received to see if a delivery re-attempt is permitted.

You can also leave a message for the driver on Info Notice, telling him whether he should leave the delivery at your front door or deliver it to an other location.

We recommend going to the UPS / FedEx website and entering your Info Notice number; you'll be able to adjust the delivery time or return your item to the shipper from there.

**Is it possible for me to pick up my order at my leisure?**

You can pick up your package at your leisure from Server Part. To do so, go to your shopping cart and pick the "I want to utilise my shipper" shipment method, then put "will call" in all of the blank fields before hitting update. After that, proceed with the checkout procedure as usual and wait for us to contact you. When your order is ready to be picked up, we will phone you. Please rest confident that we will contact you once your order has been handled; thus, please do not come to the office unless you have been alerted.

**Do you offer worldwide shipping?**

List of countries we ship to:

* USA
* Canada
* United Kingdom
* Ireland
* Germany
* Switzerland
* Denmark
* Sweden
* France
* Italy
* Australia
* New Zealand
* Mexico
* Brazil
* China
* Singapore
* Oman
* UAE
* Qatar
* Saudi Arabia
* Kuwait
* Bahrain

Note: Please keep in mind that we do not cover customs and duties in your native country.

**Is it possible for us to ship to APO or FPO addresses?**

We deliver to APO and FPO addresses with confidence. Orders to APO and FPO locations, on the other hand, will be shipped by the US postal service solely, with no control over delivery times. Your order could take six to eight weeks to arrive, whereas APO and FPO orders typically take five to ten days to arrive.

**Is it possible for me to contact FedEx, and if so, how can I do so?**

FedEx can be reached via their official website, www.FedEx.com, or by calling their toll-free number, 1-800-463-3339. (1-800-GO-FEDEX).

**Will Server Part cover the expense of returning an item that is defective or broken when it arrives?**

We regret that we will not cover the shipping costs of defective items returned to us; however, we can work with you to find a solution through mutually agreed-upon discussions. If you agree to pay for the return shipping costs of the defective item, we will gladly replace it and mail you a new one for free.

* Free Standard Shipping

If a non-defective item that was eligible for free standard delivery is returned for a refund, the shipping charges will be deducted from your refund.

If you return a free standard shipping item because it is defective, we will replace it and provide you a free one-way ground postage label. However, if you are unable to wait any longer for delivery, you will be required to pay the additional fee.

If Server Part is unable to locate a replacement for an item, rest assured that we will reimburse the full amount of your transaction.

**Shipping Cost**

The cost of shipping varies depending on a number of factors, including the type of package, its weight, and its location. A carrier will price your shipping when these variables have been determined during checkout.

**Time of Shipping**

Server Part uses UPS, FedEx, and USPS delivery services to distribute products directly from its warehouses across the United States. Our principal delivery partners are all of the following transportation providers. Server Part is the company that ships the most orders within 24 hours of receiving them.

Our list of shipping services, together with their respective cut-off times, is listed below:

|  |  |
| --- | --- |
| Ground | The transit period is 3-7 business days in the United States ONLY, with a cut-off time of 1 p.m. Central Time. Ground orders may be delivered by UPS or USPS, depending on your region. |
| UPS 3 Day | UPS orders take 3 business days to arrive, but only in the United States. The UPS 3 Day deadline is 1 p.m. Central Time. |
| FedEx 2 Day | For orders placed ONLY in the United States, FedEx takes two business days to deliver, with a cut-off time of 1 p.m. Central Time. |
| Standard Overnight | For orders placed only in the United States, standard delivery takes roughly 1 business day to arrive. 1 p.m. Central Standard Time is the deadline. We may ship your item using UPS Red Saver or FedEx Standard Overnight, depending on your region. |
| Priority Overnight | Orders placed in the United States have a one-day transit period, with a cut-off time of 1 p.m. Central Time. Depending on your location, we may choose UPS Red or FedEx P1 Overnight delivery, which guarantees arrival by 10:30 a.m. the same day. |
| International Shipping | All overseas orders must be received by 1 p.m. Central Time. We use FedEx Foreign Economy to ship international orders. |
| APO/FPO | All APO/FPO orders are shipped via USPS Registered Mail. |

**Puerto Rico/Canada**: FedEx's International Economy delivery method is used to send all orders to Puerto Rico/Canada, with a cut-off time of 1 p.m. Central Time.

Saturday delivery is only available for orders placed on Friday in all 50 states of the United States. The deadline is 12 p.m. Central Time, and items may be dispatched via UPS or FedEx Saturday Delivery.

**When does the cut-off time occur?**

The time your order will be processed after it is placed is referred to as the cut-off time. If you order before 1 p.m. Central Time, your order will be handled the same day; if you order after 1 p.m. Central Time, your order will be processed the next business day.

If you require your order to be dispatched before or after the above-mentioned cut-off times, please contact our Sales Department and we will investigate your request.

**Shipping Delays:**

* No orders are processed on weekends or holidays by our shipment method.
* Each order is subject to processing times so please be patient. We want to let you know that guarantees for shipping are only valid for transit time and not the processing time. Although most orders ship the same day as the order, it is impossible to guarantee that all orders will ship on the same day.
* Orders placed from Canada, Hawaii, Alaska, Puerto Rico or Canada with Server Part cannot be guaranteed to arrive on time.

**What should I do if an ordered item isn't included in my shipment?**

Please double-check all of the packages for which you have tracking numbers. Please contact our customer service or Shipping Support Staff at [info@server-part.com](mailto:info@server-part.com) or call us at [+1-888-382-1386](tel:+1-888-382-1386) if you are unable to locate the items.