

NovaTech Solutions — Shipping & Delivery Guide

Shipping Options and Costs

NovaTech offers the following shipping options for hardware orders placed on novatech.com:

Standard Shipping (5 to 7 business days): Free on all orders over \$50. Orders under \$50 are charged a flat rate of \$5.99. Available to all 50 US states and US territories.

Expedited Shipping (2 to 3 business days): \$12.99 flat rate regardless of order size. Available to the contiguous 48 US states only.

Next-Day Shipping (1 business day): \$24.99 flat rate. Orders must be placed before 2 PM Central Time for same-day processing. Available to the contiguous 48 US states only. Not available for orders placed on weekends or federal holidays.

International Shipping: Available to Canada, United Kingdom, Germany, France, Australia, Japan, and Singapore. Shipping costs and delivery times vary by destination — calculated at checkout. International orders may be subject to customs duties and import taxes, which are the responsibility of the buyer. Typical delivery times range from 7 to 14 business days.

All orders receive a shipping confirmation email with a tracking number within 24 hours of shipment. You can track your order at novatech.com/track or directly through the carrier's website (UPS or FedEx).

Order Processing

Orders placed Monday through Friday before 2 PM Central Time are typically processed and shipped the same business day. Orders placed after 2 PM or on weekends and holidays are processed on the next business day.

During peak periods such as Black Friday, Cyber Monday, and holiday season (November 20 through December 31), processing times may be extended by 1 to 2 additional business days. We recommend ordering early during these periods.

You will receive an email confirmation immediately after placing your order, followed by a shipping confirmation with tracking information once your order has been dispatched.

Order Modifications: You may modify or cancel your order within 1 hour of placing it by contacting support@novatech.com or calling our support line. Once the order has entered the fulfillment process, it cannot be modified — but you can return the item after delivery under our 30-day return policy.

Delivery Issues

If your package shows as delivered but you have not received it, please check around your delivery area including porches, side doors, mailroom (for apartments), and with neighbors. Carriers sometimes mark packages as delivered slightly before the actual delivery.

If you still cannot locate your package after 24 hours, contact support@novatech.com with your order number and tracking number. We will initiate a carrier investigation, which typically takes 3 to 5 business days. If the package cannot be located, we will ship a replacement at no cost or issue a full refund — your choice.

Damaged packages: If your package arrives damaged, take photos of the packaging and the product, and contact support@novatech.com within 48 hours. We will arrange for a replacement to be shipped immediately at no cost. You do not need to return the damaged item.

Incorrect items: If you received the wrong item, contact support@novatech.com and we will ship the correct item immediately with expedited shipping at no cost. We will provide a prepaid return label for the incorrect item.