

## # EHS, Inc. Fulfillment Policy

### ## Order Processing

- All orders are processed within 1-2 business days of receipt.
- You will receive an order confirmation email once your order has been placed.
- A shipping confirmation email with tracking information will be sent once your order has been shipped.

### ## Shipping Methods and Timeframes

- We offer standard and expedited shipping options for domestic orders.
- Standard shipping typically takes 3-5 business days.
- Expedited shipping typically takes 1-3 business days.
- International shipping is available to select countries and may take 7-14 business days.

### ## Shipping Costs

- Shipping costs are calculated based on the weight of your order and your location.
- Free standard shipping is available for domestic orders over \$100.

### ## Order Tracking

- Once your order has shipped, you will receive a tracking number via email.
- You can track your order status on our website using your order number and email address.

### ## International Orders

- Please note that international orders may be subject to import duties and taxes, which are the responsibility of the recipient.
- Delivery times for international orders may vary due to customs processing.

### ## Backorders

- If an item in your order is on backorder, we will notify you via email with an estimated availability date.
- You will have the option to wait for the item or cancel that portion of your order for a refund.

### ## Order Changes or Cancellations

- You may request changes or cancellations to your order within 24 hours of placing it by contacting our customer service team.
- Once an order has been shipped, it cannot be changed or canceled.

## ## Returns and Exchanges

- Please refer to our separate Returns and Exchanges Policy for information on how to return or exchange items.

## ## Contact Us

If you have any questions about our fulfillment policy or your specific order, please don't hesitate to contact our customer service team:

- Email: [support@ehs.inc](mailto:support@ehs.inc)
- Phone: (385) 338-4252
- Hours: Monday-Friday, 9am-5pm Mountain Time

We strive to provide the best possible service to our customers and will work with you to resolve any issues or concerns regarding your order.