

Shipping & Delivery Policy (Enterprise Edition)

1. Policy Overview

This Shipping & Delivery Policy outlines the operational standards governing shipment processing, delivery timelines, carrier selection, and liability allocation.

The Company partners with accredited logistics providers to ensure secure and timely fulfillment.

2. Order Processing Standards

Orders are processed within one (1) to two (2) business days following payment confirmation.

Orders flagged for fraud review or verification may experience processing delays.

Customers will receive confirmation notifications upon shipment dispatch.

3. Delivery Timeframes

Domestic shipments typically arrive within three (3) to seven (7) business days.

International shipments generally require seven (7) to fifteen (15) business days depending on customs clearance.

Delivery estimates are not guarantees and may be impacted by external events beyond Company control.

4. Tracking and Monitoring

Tracking numbers are provided electronically upon shipment dispatch.

Carrier systems may experience update delays which do not necessarily indicate shipment issues.

5. Risk of Loss

Risk of loss transfers to the customer upon confirmed delivery by the carrier.

Customers are encouraged to provide secure delivery locations to minimize risk.

6. Lost, Damaged, or Delayed Shipments

Customers must report delivery discrepancies within forty-eight (48) hours of receipt.

Damage claims require photographic documentation of packaging and product condition.

Lost shipments confirmed by carriers may qualify for replacement or refund subject to investigation.

7. Force Majeure

The Company shall not be liable for delivery delays caused by weather, natural disasters, labor disruptions, government action, or other force majeure events.

8. Address Responsibility

Customers bear responsibility for providing accurate shipping information.

Address modifications after dispatch may incur additional fees or delivery delays.