

OmniTech Logistics

Shipping Tiers & International Protocols

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Policy Version: 3.1.2

Distribution: All Customer-Facing Teams

Section 1: Domestic US Shipping Tiers

1.1 Economy Saver Shipping (\$5.99)

Our Economy Saver option provides reliable, cost-effective delivery for non-urgent orders. Estimated delivery time is 3-5 business days from the date of shipment, not including the processing day. Processing typically occurs within 24 hours of order placement for in-stock items.

This tier utilizes ground transportation networks operated by UPS Ground, FedEx Ground, and USPS Priority Mail, selected automatically based on destination zone optimization. Tracking information is provided within 12 hours of shipment via email and SMS (if mobile number provided).

Free Shipping Qualification: Orders totaling \$50.00 or more (calculated pre-tax and before any promotional discounts) automatically receive complimentary Economy Saver shipping. This threshold may be adjusted during promotional periods, with current requirements displayed at checkout.

1.2 Priority Express Shipping (\$15.99)

Priority Express guarantees delivery within 1-2 business days to addresses within the contiguous United States. Orders placed before 2:00 PM Eastern Standard Time (EST) on business days ship the same day, while orders placed after this cutoff ship the following business day.

Express shipments utilize FedEx Priority Overnight or UPS Next Day Air services. Saturday delivery is available for an additional \$12.99 surcharge in select metropolitan areas. Alaska, Hawaii, and US territories receive 2-3 day delivery via Priority Express due to geographic constraints.

Weather delays, carrier disruptions, or force majeure events may impact Express delivery guarantees. In such cases, OmniTech will refund the shipping fee differential but cannot provide compensation for indirect consequences of delayed delivery.

1.3 Oversized Freight Shipping

Items weighing over 50 pounds or exceeding dimensional limits (combined length + girth over 130 inches) cannot utilize standard Express shipping due to carrier restrictions. These items incur a freight handling surcharge of \$45.00 in addition to base shipping costs.

Freight items include: large-format displays (65+ inches), industrial printers, complete computer systems in original packaging, and multi-component server racks. Estimated delivery for freight is 5-10 business days with curbside delivery as standard. Inside delivery, unpacking, and debris removal services are available through our White Glove delivery program for an additional fee starting at \$149.99.

Section 2: International Shipping

2.1 Carrier Selection and Transit Times

International orders are shipped via DHL Express International or FedEx International Priority based on destination country and product weight. Both carriers provide door-to-door service with full tracking visibility.

Standard International (\$19.99): Estimated delivery of 7-14 business days. This window accounts for customs clearance procedures which can vary significantly by country. Countries with efficient customs processing (e.g., Canada, UK, Germany) typically see 7-9 day delivery, while countries with more rigorous inspection protocols may experience 12-14 day delivery.

Expedited International shipping is available for select countries at \$49.99, offering 3-5 business day delivery. Eligible destinations include Canada, Mexico, UK, France, Germany, Japan, Australia, and Singapore. Contact our international sales team for quotes on other destinations.

2.2 Customs & Duties Responsibilities

All international shipments are processed under DDU (Delivered Duty Unpaid) terms, also known as DAP (Delivered at Place) under Incoterms 2020. This means the recipient is legally responsible for all import duties, taxes, customs fees, and brokerage charges imposed by their country's customs authority.

OmniTech declares the full commercial value of the shipment on all customs documentation in compliance with international law. We cannot undervalue shipments or mark items as 'gifts' to reduce duty obligations, as this violates customs regulations and exposes both parties to legal penalties.

Refused or Abandoned Shipments: If the recipient refuses to pay applicable duties or does not claim the package from customs within the carrier's specified timeframe (typically 10-14 days), the shipment will be returned to OmniTech. In these cases:

- Original shipping charges (\$19.99 or higher) are non-refundable
- Return shipping costs will be deducted from the refund amount
- Any customs storage or abandonment fees will be deducted from the refund
- The customer is responsible for any duties paid prior to refusal

2.3 Restricted and Prohibited Items

Certain products cannot be shipped internationally due to export control regulations, manufacturer restrictions, or carrier limitations. These include: lithium battery devices exceeding 100Wh capacity, encryption hardware, pressure-containing vessels, and items subject to ITAR (International Traffic in Arms Regulations).

Country-specific restrictions also apply. For example, India prohibits certain wireless communications devices, Brazil requires special licensing for most electronics, and Australia has strict biosecurity rules affecting packaging materials. Our checkout system will flag restricted items for your destination.

Section 3: Lost or Stolen Packages

3.1 Tracking and Delivery Confirmation

All OmniTech shipments include tracking numbers that update in real-time as the package moves through the carrier's network. Customers receive tracking information within 12 hours of shipment via email to the address on file.

Carriers mark packages as 'Delivered' when the scan is performed at the delivery address. This scan triggers an automatic delivery confirmation email from OmniTech. Signature requirements apply to shipments valued over \$500 unless the customer explicitly waives this protection through their account settings.

3.2 Package Not Received Protocol

If a package is marked 'Delivered' but the customer has not received it, they must wait 36 hours before initiating a claim. This waiting period accounts for:

- Carrier scanning errors where package is scanned prematurely
- Delivery to building management, apartment offices, or reception desks
- Placement in secure parcel lockers or alternative safe locations
- Receipt by household members or neighbors (if delivery notes indicate this)

After 36 hours, customers should check with neighbors, building staff, and all potential delivery locations before filing a claim. Claims must be initiated within 10 days of the estimated delivery date through our support portal at www.omnitech.example.com/support/shipping-claims

3.3 Investigation and Resolution

OmniTech will open an investigation with the carrier, which typically takes 5-7 business days. During this period, we gather GPS delivery coordinates, driver statements, and photographic proof of delivery (if available from the carrier's app).

If the carrier cannot verify delivery to the correct address, OmniTech will either: (1) ship a replacement at no charge, or (2) issue a full refund including original shipping costs. If evidence confirms proper delivery (GPS coordinates match, photo shows correct address), the package is considered successfully delivered and OmniTech cannot provide a replacement or refund. In such cases, we recommend filing a police report and claiming through homeowner's or renter's insurance.

Section 4: Special Shipping Scenarios

4.1 Military APO/FPO/DPO Addresses

OmniTech ships to US military bases worldwide via USPS Military Mail. Shipping cost is \$9.99 flat rate regardless of weight (up to 50 lbs). Estimated delivery is 10-21 business days depending on the base location and military postal routing. Express shipping is not available for military addresses.

4.2 PO Boxes and Postal Facilities

Most items can ship to PO Boxes via USPS. However, carrier restrictions prevent UPS and FedEx from delivering to PO Boxes, so Economy Saver is the only available option. Items requiring signature or exceeding USPS size limits (over 70 lbs or 130 inches combined length+girth) cannot ship to PO Boxes.

4.3 Hotel and Temporary Addresses

When shipping to hotels, include 'Guest Name: [Your Name]' and the check-in/check-out dates in the address line 2 field. Contact the hotel front desk prior to shipment to confirm they accept packages for guests. OmniTech is not responsible for packages refused or returned by hotel staff.

4.4 College Campuses and Dormitories

Many universities route packages through central mail rooms. Use the exact address format specified by your institution, including building names, room numbers, and student ID if required. Summer break deliveries may be held at campus mail facilities - contact your school's mail services for pickup procedures.

Section 5: Shipping Notifications and Preferences

Customers can manage shipping notifications through their OmniTech account settings:

Email Notifications: Order confirmation, shipment confirmation, out for delivery alerts, and delivery confirmation. Unsubscribing from marketing emails does not affect shipping notifications.

SMS Notifications: Real-time delivery updates via text message. Requires mobile number verification. Standard message and data rates apply.

Delivery Instructions: Customers can specify gate codes, preferred delivery locations, or authorization to leave packages without signature. These instructions are passed to carriers but are not guaranteed to be followed.

Shipping Support Resources

For shipping questions, tracking assistance, or to modify delivery instructions:

Email: shipping@omnitech.example.com

Phone: 1-800-555-0198 (24/7 availability)

Live Chat: www.omnitech.example.com/support (Mon-Sat 6AM-10PM EST)

Track Order: www.omnitech.example.com/track