



Shipping Policy ESP72023

Policy Covers:

This policy covers new order shipments from Bostech's warehouse.

- Other Bostech Policies concerning shipping:
 - Warranty returns and/or exchanges see our Warranty Policy
 - Core Return see our Core Policy

Shipping Time & Location:

- Bostech's shipping warehouse is located in South Carolina – zip 29554.
 - See map below for ground shipping times.
- Same day shipping cutoff time is 3:00 pm eastern standard time. This is NOT a guarantee nor binding that an order will ship the same day. Delays due to order processing, incorrect information, payment issues, mechanical issues, or order verification could delay orders from shipping.
 - Different "bill to" and "ship to" addresses must be verified by Customer Service before the order is processed.
- Bostech makes every effort to ship products the same day.
- Orders are **shipped** and **delivered** Monday through Friday (weekdays) except for holidays.
- Bostech is not responsible for shipment delays once the product leaves our facility. Shipping carriers no longer discount or refund shipping charges for delays.

Free Shipping:

- Bostech offers free ground shipping on orders over \$149.00.
- Bostech uses UPS or FedEx ground shipping to physical addresses, USPS for PO Boxes
 - See UPS shipping map below for standard ship times.

Expedited Shipping:

- Bostech uses Next Day Air Saver, 2nd Day Air Saver, or 3rd Day Air Saver services.
 - Saver means the package will arrive by the end of the day on the day of delivery.

Shipping Delays due to Carrier:

- Bostech is NOT responsible for carrier delays for whatever reason, UPS and FedEx no longer offer discounts and/or refunds charges due to delays.

Shipping Delays due to Bostech:

- Bostech will attempt to contact the customer as soon as possible concerning shipping delays at our facility.

Damaged Products:

- If your product has been damaged in shipping, please contact Bostech Customer Service. Do not install product unless instructed by Bostech. Bostech will handle shipping of replacement products.
- In order to process a damaged claim with shipping carrier Bostech may need pictures of the product and packaging as it was received.

Ground Shipping Map:

