

## Shipping Policy

### 1. Order Weight and Size:

- Orders under 150 lbs and less than 55 inches in length: Ship via ground/parcel.
- Orders over 150 lbs or exceeding 55 inches: Ship via LTL freight.

### 2. Third-Party Shipping:

- Tycon Systems allows third-party shipping with prior approval via UPS, FedEx, USPS and DHL if account details, and consignee information are included in the Purchase Order (PO).
- Missing third-party details will default the shipment to PPA, with charges invoiced.

### 3. LTL Shipments:

- Tycon provides weight, dimensions, and a freight quote for purchaser approval. Costs are the purchaser's responsibility, and final charges may vary. All assessorial requests must be included on the PO, costs associated with assessorial options added after the shipment has been picked up by the carrier will be charged to the purchaser. (i.e address change, delivery type, lift gate etc.)
- The consignee's phone number and email must be included in all LTL shipments.
- Specific delivery times are not guaranteed.

### 4. Freight Forwarder:

- Purchasers using a freight forwarder handle the BOL and pickup arrangement. Tycon supplies weights and dimensions. Shipping dock hours are M-TH 8AM – 4:30PM

### 5. Drop Shipping Requirements:

- PO must include full address, contact info, address type, and any assessorial needs. Residential is the default if address type is missing. Charges incurred for incorrect addresses are the responsibility of the party submitting the PO.

### 6. Processing Times:

- In-stock items typically ship within 1–2 business days. Same-day shipping is possible if PO is received by noon MST.

### 7. Damaged or Missing Items:

- Consignee must inspect shipments upon delivery. Damage or missing items must be reported within 60 days. Issues noted on the delivery paperwork along with photos will help with the replacement or return.

### 8. Shipping Charge Adjustments:

- Any post-invoice fees are the purchaser's responsibility. Refused deliveries incur a fee of return shipping costs plus 20%. Fee does not apply when a shipment is refused due to damage sustained in transit.

### 9. Lithium-Ion Batteries:

- Shipments with lithium-ion batteries require ground shipping or ground freight within the continental United States and require a direct signature. Lithium-Ion batteries are NON-RETURNABLE unless the shipper is certified to ship Hazardous Materials.

### 10. International Shipping:

- Duties and taxes for international shipments are the consignee's responsibility.