



Global Impex llc

## SHIPPING POLICY

### **U.S. Domestic Shipments**

We ship anywhere within the 50 U.S. states. Shipments are dispatched from our facility within 1-3 business days from confirmation of order. We offer competitive domestic rates and you can select between different shipping services from standard to expedited.

### *Responsibility Disclaimer:*

Global Impex LLC is only liable for your order and package until the point that it physically leaves our warehouse and is in the hands of the carrier. There will be no exceptions. Once the carrier has possession of the package, the ownership of the package is turned over to the buyer and Global Impex LLC will not be held responsible or liable for any packages that are damaged, lost or stolen in the delivery process. Any claims or disputes must be made directly with the selected carrier.

### **Orders flagged as medium or high probability of fraud**

Global Impex LLC has automated fraud detection tools that determine the probability of an order being fraudulent at the moment it is placed based on a variety of criteria. Some of this criteria can include but is not limited to orders with a difference in the shipping and billing addresses, orders paid for using an international credit card, orders where the shipping and billing recipients vary or several other instances. Global Impex LLC does not have any influence or control over the judgement

made by the fraud detection tools. When an order arrives marked as medium or high probability of fraud, the order will not be approved until we are able to speak with the customer and verify the payment method and user's identification through several methods. If Global Impex LLC is unable to get in touch with the customer or if the customer does not wish to prove the validity of the payment within forty eight (48) hours of the order being placed, we will automatically cancel the order and issue a full refund automatically. The refund will take between five (5) to seven (7) business days depending on the financial establishment. Once the order is cancelled, the customer will receive an email from Global Impex LLC notifying them of the cancellation.

### **Transit Times**

We can ship anywhere within the 50 U.S. states. Shipments are dispatched from our facility in Cleveland Ohio within 1-3 business days from confirmation of order. Depending on the shipping method selected, orders can take anywhere from 2-8 business days to deliver after leaving our warehouse. Shipments to Alaska and Hawaii may take longer.

### **Shipping Fees**

Shipment fees and charges are calculated based on the total weight, dimensions and destination. We offer competitive domestic rates and you can select between different shipping services from standard to expedited delivery.

### **P.O Box Shipping**

If shipping to a P.O. Box, please select USPS, however, the shipment will be done through USPS. If there is a difference in shipping cost, a Customer Service Representative will contact you before your order ships.

### **Invalid Address**

In the event that packages are returned to us because of an invalid, incorrect or undeliverable shipping address provided to us by the

customer, the customer will be responsible for the additional shipping charges of resending the package to the corrected address.

### **Lost/Stolen Packages**

Tracking information shows delivered but can't find it? - If your package shows as delivered but you can't find it, please consider these options and steps.

Check outside. The carrier may have left the package in a safe place around the property. See if someone else accepted the delivery, many times a friend or family member will accept the package and forget to tell you. Sometimes carriers may make a mistake and make delivery to a neighboring location, please check with your neighbors and surrounding area.

The last option is to contact the carrier directly and file a claim for a missing package.