

## HighPoint Order Processing & Shipping Policies

### Preparation Time:

#### Same-Day Order Cut off

Orders placed by 11:00 AM PT are processed the same business day (additional customer information may be required). Orders placed after this time are processed the next business day.

Most orders will be processed and ready to ship within 3 business days of receiving the order. We will notify you via Email when your order has been shipped and will provide a tracking number.

### Payment:

The HighPoint Estore accepts payments via PayPal.

### Shipping (Domestic):

Our default Carrier and shipping method within the continental US is FedEx Ground.

#### General Delivery Schedules:

West Coast: 1-2 business days

Central Regions: 3-4 business days

East Coast: 4-5 business days

Expedited shipping options may be available for your region; please contact our Sales Department for details: [salesoperation@highpoint-tech.com](mailto:salesoperation@highpoint-tech.com)

### Shipping (International):

HighPoint Technologies, Inc. ships internationally via Federal Express (FedEx) Priority & Economy International. Customers can select either option during the checkout process.

#### **Important:**

Please note: The shipping costs presented by the Estore do not include taxation or duties for orders outside of the continental U.S.A. The Shipping Service (such as Federal Express) will require that the customer (recipient in most cases) cover these fees. If the recipient does not agree to cover these costs, the Shipping Service will be unable to complete the delivery.

Duty and tax related costs can vary drastically from region to region, depending upon the type of order and the shipment service.

For this reason, customers located outside of the United States of America are responsible for any Duties and Taxes associated with the purchase of HighPoint/FnL Products and Services.

If you have an **Import Tax ID**, or would like to arrange payment via a specific FedEx, UPS or DHL account instead of the HighPoint designated Shipping Agent, please contact our sales team prior to finalizing your order.

HighPoint products are also carried by a wide range of international [Retailers and Distributors](#).

International Order & Shipping Inquiries: [salesoperation@highpoint-tech.com](mailto:salesoperation@highpoint-tech.com)

### **U.S. Residential Address Deliveries**

At HighPoint, our commitment to ensuring the delivery is on time and safely delivered. For orders exceeding \$300.00 USD that is being delivered to U.S. residential addresses will require a proof of delivery signature. This precautionary measure guarantees that your package is handed directly to you, the intended recipient, eliminating any concerns associated with unattended deliveries.

As a demonstration of our commitment to customer satisfaction, HighPoint covers the associated costs of this signature-required delivery service when you opt for our standard shipping option.

To ensure a smooth and efficient delivery process, we kindly request your cooperation in making suitable arrangements for an authorized individual to be available to sign for the package.

### **Shipping Address Responsibility**

Please note that customers are responsible for providing the correct shipping address when placing an order on the HighPoint eStore. If an address correction is required by our carrier, FedEx, it may result in a delay in shipment or incur additional charges, billed to you, the customer.

We recommend double-checking your shipping details to ensure a smooth delivery process. Thank you for your understanding.