

HighPoint RocketAIC Order Processing & Shipping Policies

Preparation Time:

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

Payment:

The HighPoint Estore accepts payments via **PayPal**.

Domestic Shipments:

Our default Carrier and shipping method within the continental US is FedEx Ground. Orders will require a signature for delivery

General Delivery Schedules:

West Coast: 1-2 business days
Central Regions: 3-4 business days
East Coast: 4-5 business days
Alaska & Hawaii: 5-7 business days
International: Variable

Expedited shipping options may be available for your region; please contact our [Sales Department](#) for details.

International Shipments:

HighPoint Technologies, Inc. ships internationally via Federal Express (FedEx) Priority & Economy International. Customers can select either option during the checkout process. Orders will require a signature for delivery.

Important Notice:

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 Products and Services.

If **import duty and taxes are not paid**, by the customer, the shipment may be rejected by FedEx and sent back to HighPoint, resulting in additional costs to you.

If you have an **Import Tax ID**, or would like to arrange payment via a specific carrier (such as FedEx, UPS or DHL account) instead of HighPoint's 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: sales@highpoint-tech.com

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.