

## Shipping and Freight Policy

**Effective Date:** 3/1/2025

At Caliber Inc., we strive to provide our customers with a seamless and reliable shopping experience. This **Shipping and Freight Policy** outlines the terms and conditions regarding shipping options, delivery times, and related fees for all e-commerce orders placed through our website.

### 1. Shipping Options

We offer several shipping options based on the destination, size of the order, and delivery preferences. The available shipping methods are as follows:

- **Standard Shipping:**
  - Typically delivered within **5-7 business days**.
  - Available for most orders within the continental United States.
  - Shipping fees are calculated based on order size, weight, and destination.
- **Expedited Shipping:**
  - Delivery within **2-3 business days**.
  - Available for most items at an additional cost, which will be calculated at checkout.
- **Rush Shipping:**
  - Delivery the next business day if placed before **12 pm CST**.
  - Available for certain items and locations.
  - Additional shipping fees apply.
- **International Shipping:**
  - We offer shipping to selected international destinations.
  - Delivery times and shipping fees will vary based on the destination country.
  - The customer is responsible for all customs duties, taxes, and import fees associated with international shipments.

### 2. Shipping Fees

- Shipping fees are calculated based on the **weight, dimensions, and destination** of the order.
- Shipping costs are displayed at checkout before you confirm your order.
- For orders above **\$2,000**, free standard shipping is available for domestic shipments. This offer is valid only for shipments within the contiguous United States.

### 3. Processing Time

- Orders are processed within **1-2 business days** of receipt.
- Orders placed on weekends or holidays will be processed the next business day.
- Some items, especially those marked as custom-made, oversized, or backordered, may require additional processing time. We will notify you of any delays in shipment.

### 4. Delivery Times

- Delivery times vary based on your chosen shipping method and the destination address. Once a shipment leaves our warehouse, Caliber is not liable for delays caused by carrier distribution systems – in the event of a delay, please contact the carrier specified on your shipment information.
- **Standard Shipping** typically takes **5-7 business days** for domestic orders within the U.S.
- **Expedited Shipping** takes **2-3 business days** for most locations.
- **Rush Shipping** guarantees next-day delivery if ordered before the designated cutoff time.
- Delivery times for international orders may vary significantly depending on the destination, customs processing, and other external factors.

### 5. Tracking Shipments

- Once your order ships, we will send you a **tracking number** via email.
- You can track the status of your shipment on the carrier's website or by visiting your account on our website.

### 6. Freight Shipments for Large or Oversized Items

- Large, heavy, or oversized items may require **freight shipping**. These items are typically larger than **50 lbs., 96 inches long, or 130 total inches [Length + Girth ((width x 2) + (height x 2))]** and may require special handling.
- Freight shipments may be subject to **additional fees**, which will be calculated at checkout.
- **Delivery to curbside** is standard for freight shipments. If you require delivery to a specific location inside your premises (e.g., inside delivery, room of choice, or set-up), additional fees may apply. Please contact customer service to inquire about special delivery requests.

### 7. Order Verification and Address Accuracy

- To ensure the timely delivery of your order, please make sure your shipping address is accurate and complete at checkout.
- If an address correction is required after the order is placed, you may be responsible for any additional shipping fees incurred due to the address change.

## 8. Shipping Restrictions

- We currently do not offer shipping to **P.O. Boxes, military APO/FPO addresses, or some remote locations.**
- Certain products may be restricted or prohibited from shipping to certain locations due to carrier restrictions or legal/regulatory reasons.

## 9. Damaged or Lost Shipments

- If your order is damaged during transit, please contact us immediately at **952-985-9999 (1-888-872-9628)**. We may require you to provide photographic evidence of the damage to assist with the claim.
- If your order is lost in transit, please notify us within **[7]** days of the expected delivery date. We will assist in filing a claim with the carrier and either resend the item(s) or issue a refund, depending on the outcome of the claim.

## 10. Returns and Exchanges for Shipping Issues

- If you wish to return or exchange an item due to a shipping issue (e.g., incorrect item received, damaged goods), please refer to our **Return and Exchange Policy**.
- Shipping issues will be evaluated on an individual basis. Return shipping costs will be covered if the issue is due to our error (entry error or picking error).

## 11. International Shipping and Duties

- For international orders, customs duties, taxes, and import fees are **not included** in the shipping cost and are the responsibility of the customer.
- The customer is advised to check with local authorities regarding any import restrictions or additional fees before placing an order.

## 12. Changes to the Shipping Policy

- **Caliber, Inc.** reserves the right to modify this Shipping and Freight Policy at any time. Customers will be notified of any significant changes to the policy through updates on our website.

## 13. Contact Information

If you have any questions regarding shipping or freight policies, or if you need further assistance, please contact us:

- **Email:** [info@caliberproductsinc.com](mailto:info@caliberproductsinc.com)
  - **Phone Number:** 952-985-9999 (1-888-872-9628)
  - **Website:** [www.caliberproductsinc.com](http://www.caliberproductsinc.com)
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Thank you for shopping with **Caliber, Inc.** We appreciate your business and are committed to delivering your order with speed and care!