

SHIPPING AND RETURNS

SHIPMENTS:

We strive to ship our orders within 24 hours (one business day) of receipt, provided that full payment has been received and verified. During holiday rush times, and for multiple orders, additional time may be required for shipping/delivery. Shipping times are based on commercial locations. Residential deliveries or shipments to rural areas may take longer. We do not guarantee the delivery performance of any carrier; however we will be glad to assist in the tracking of packages that are not received in a timely manner.

Our primary carrier is **USPS Priority Mail**. Our Table Rate Shipping Scale is based on their rates. Rush delivery is available. The charges will vary depending on your special needs. Please contact us for Next Day Air, 2nd Day Air, or 3-Day Select UPS shipping charges. Note, UPS does not deliver on Saturdays, Sundays, or Holidays. Please be sure to provide us with a complete and correct street address. UPS does not accept P.O. Boxes and they charge a minimum of \$10.00 for address corrections.

Insurance

USPS shipments are not insured. UPS are insured for up to \$100. If you want to add insurance, let us know. It will be an additional charge to you.

International Shipments are sent by USPS Express Mail, 5-7 days delivery. The charges are determined by weight and postal codes. International shipping restrictions may apply. Contact us for details: info@ip6gold.com. We do not include insurance unless you ask for it. It will be added to your shipping charges. Once the package leaves the U.S., we cannot be held responsible for the delivery time or condition.

Returns Policy

If you want to return a product for any reason, you must first contact us to get authorization. If the return is a result of our error, we'll pay the return shipping cost. Please note that we are unable to exchange items. When returning product, please include a copy of your invoice, an explanation for the return, and whether you would like a refund or a replacement item sent to you.

Problem with an Order?

If something is wrong with an order, we certainly want to help you to correct the problem. Contact us immediately at 1-888-276-4476 or info@ip6gold.com.

Do you need to cancel or change an order that has not yet entered the shipping process? Call us now at 1-888-276-4476. Once the order is shipped, there's little we can do.

Did you receive a damaged item? Inspect packaging carefully. Damaged items may be insured if you paid insurance or your package was shipped through UPS. If your product is delivered damaged, keep the packaging in case a claim needs to be filed. Please contact us within 24 hours of receipt.

Wondering where your order is? If you have not yet received your order and think that you should have by now, please contact us by email at info@ip6gold.com or by phone at 1-888-276-4476. We will track your order and provide you with the results in a timely manner.