



## SHIPPING AND RETURNS

### Domestic 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 rush times and for multiple orders, additional time may be required for shipping/delivery. Our primary carriers are **USPS Priority Mail and UPS Ground**.

Our Shipping Rates:

Orders less than \$75 = \$6.95

Orders over \$75 = Free shipping

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.

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.

### Insurance

USPS and UPS shipments 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

Unfortunately, we cannot process international orders through our website. Please call us or email to place an order. We offer a choice between DHL and USPS Express Mail Priority. The charges are determined by dimensions, weight, and postal code. Remote areas may have an extra charge and DHL charges a Handling Fee when delivered to your door. Minimal insurance is included with shipment. Additional insurance will not be purchased unless you ask for it, and the charge will be added to your shipping charge. **Once the package leaves the U.S., we cannot be held responsible for the delivery time or condition. Customs and duties are the customer's responsibility.**

International shipping restrictions may apply. Some countries do not allow supplements to be received without a business license. Please be aware of your country's restrictions. We are not responsible if customs holds an order.

### 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. When returning product, please include a copy of your invoice, an explanation for the return.

### Problem with an Order?

If something is wrong with an order, we certainly want to help correct the problem. Contact us immediately at 1-888-276-4476 (321-768-2204) or [info@ip6gold.com](mailto:info@ip6gold.com).

### Did you receive a damaged item?

Inspect packaging carefully. 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 received your order and think that you should have it by now, please contact us by email at [info@ip6gold.com](mailto:info@ip6gold.com) or by phone at 1-888-276-4476 (321-768-2204). We will track your order and provide you with the results in a timely manner.