

# Shipping Policy (as of Aug. 1st, 2024)

## Subject: Shipping within the US and on International Orders (incl. Canada and Mexico)

Recipient: Website Visitor

### Shipping Policies

Thank you for visiting [mbcorespecialists.com](http://mbcorespecialists.com)

At [mbcorespecialists.com](http://mbcorespecialists.com), we take pride in the safe shipment of all our items big or small. Listed below are our policies, procedures, and restrictions on various shipping types provided.

#### 1. Domestic Shipping Policies within the US

[Shipment processing time]

All orders are processed within 1-2 business days of payment. Orders are not processed or shipped from Friday, 12 pm EST through Sunday, or holidays.

If we are experiencing a high volume of orders, shipments may be delayed by a few days. If your shipment experiences a significant delay, we will contact you via email or phone.

#### 2. Domestic Shipping rates and delivery estimates

Shipping charges for your order will be calculated and informed through an invoice via e-mail. Items are subject to additional shipping costs based on many differing factors.

#### 3. Shipment to P.O. boxes or APO/FPO addresses

[mbcorespecialists.com](http://mbcorespecialists.com) ships worldwide utilizing various courier services and is limited to approved / exclusion shipping territories. (See Exclusion list below)

USPS (United States Postal Service) will only be used within the US Territories with P.O. Box, APO/FPO/DPO, Guam, Virgin Islands, and FedEx-generated Puerto Rico addresses.

#### 4. Shipment Confirmation and Order Tracking

You will receive a Shipment Confirmation via email. This email will be a USPS/Fedex generated email with your tracking number once your order has shipped. The tracking number will be active within 24 hours.

#### 5. Freight Shipping

Freight shipping is available to any physical address within the lower 48 states. We will ship to any freight forwarder in the lower 48 states. Contact with both parties will need to be established before shipment. We reserve the right to cancel any shipment if contact cannot be made with the customer to verify any information provided below. All freight items will require the following information.

- Recipient name
- Business name / Attn:
- Complete address
- Phone number
- Email
- Customer delivery window for accepting freight within (2-5 business days)
- With or w/o forklift/tractor on site
- Notation of loading dock (business only)
- Damages

[mbcorespecialists.com](http://mbcorespecialists.com) is not liable for any products damaged or lost during shipping. (See Missing or Stolen Shipments) Details will need to be provided via email as soon as possible notifying us of any issues. Pictures of items packaging, original box, and materials will be needed. As well as detailed pictures of damages to the item. A detailed list of what was damaged and where damages on the item are will need to be provided to ensure a proper investigation by [mbcorespecialists.com](http://mbcorespecialists.com) and by carriers.

Received your order damaged? Please do NOT file a claim with the shipment carrier. Save all packaging materials and damaged goods. Contact us via email and let us know as soon as possible:

Email us at [info@cnerdyne.com.au](mailto:info@cnerdyne.com.au)

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### International Shipping Policies

We ship worldwide utilizing USPS/FedEx courier services and are limited to USPS/FedEx-approved / exclusion shipping territories. (See Exclusion list below)

Expedited International shipping is provided via USPS/FedEx International. This service typically has a transit time of 2-5 business days. Transit times are calculated by USPS/FedEx to most major markets and do not reflect a guaranteed delivery date.

### Customs, Duties, and Taxes

We are not responsible for any customs, duties, and taxes applied to your order. All fees imposed during or after shipping are the customer's responsibility (including tariffs, taxes, and other costs).

### International Shipping Costs

Expedited shipping cost varies based on predetermined provided rates by the carrier. All rates are based on transportation charges provided by the carrier. [mbcorespecialists.com](http://mbcorespecialists.com) provides international shipping rates calculated and based on region/country costs averaged by FedEx. Costs include but are not limited to fuel surcharge, peak surcharge, out-of-area surcharge, and base rates provided by FedEx.

### International Region / Country Exclusion List

Turkey, Brazil, Peru, Russian Federation, Svalbard and Jan Mayen, Western Sahara, Guatemala, Netherlands Antilles, Saint Pierre and Miquelon, Wallis and Futuna, Western Samoa, International PO Boxes, region/country. Please inquire us as this may change from time to time.

### Incorrect Shipping Addresses and Refused Delivery

We make every attempt to validate the shipping address provided at checkout to ensure it is recognized as a valid address by the carrier. Address responsibility lies on the customer to provide a complete accurate address upon checkout. Any missing address information may cause delays, missed delivery, or undeliverable packages. This is not the responsibility of [mbcorespecialists.com](http://mbcorespecialists.com). Additional shipping costs in this case will be the responsibility of the customer. We reserve the right to refuse shipment of the item based on a previous issue with the customer's address. If we cannot validate the address, an attempt to contact the customer to provide an updated address will be attempted. (Processes include contacting customers via the provided email and phone number) If we cannot update/verify the address, the order may be canceled and refunded. (See contact details)

We will not be held responsible if the customer provides the wrong shipping address and we cannot recover the package.

### Missing or Stolen Shipments

If you didn't receive your order, but the shipping carrier has reported that it was delivered, please let us know as soon as possible:

Email us at [info@cnerdyne.com.au](mailto:info@cnerdyne.com.au)

We are not responsible for lost or stolen items. This will be on the liability of the carrier and their policies on the matter.

A claim with the shipping carrier will be filed by [mbcorespecialists.com](http://mbcorespecialists.com). Claims opened by customers will void our ability to open any additional claim. Note some cases may involve local law enforcement. If applicable a replacement or refund of your order can be processed when the investigation is completed. If available an additional item can be purchased at any time. Please allow up to 30 days for the investigation to close properly.

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