

# Shipping Policy

At VCD Solutions, we strive to provide a seamless and efficient shipping experience for our customers. This Shipping Policy outlines important information regarding our shipping methods, delivery times, and related procedures.

## Order Processing Time

**Order Confirmation:** Once you place an order on our website, you will receive an order confirmation email containing details of your purchase. Please review the order information carefully and contact us immediately if any changes need to be made. Order confirmation is not part of a service Quote Request. Order confirmation will be sent after the clearing of funds.

**Order Processing:** We process orders promptly and strive to ship them within 3 business days after any order confirmation. However, please note that processing times may vary depending on the availability of the product and any customization options requested.

## Shipping Methods and Delivery

**Shipping Options:** We offer various shipping options to accommodate your needs. The available shipping methods will be discussed during the quoting process, and you can choose the one that best suits your requirements.

**Shipping Costs:** Shipping costs will be calculated based on the selected shipping method, destination, and the weight or dimensions of the package. The applicable shipping charges will be discussed during the checkout to invoice process before your order finalizes.

**Delivery Time:** The estimated delivery time depends on the shipping method chosen and the destination of your package. Please note that delivery times are estimates and may be subject to unforeseen delays caused by factors beyond our control, such as customs inspections or adverse weather conditions.

**Shipment Tracking:** For most online or remote orders, we provide tracking information that allows you to monitor the progress of your shipment. You will receive an email with tracking details once your order has been shipped. Please note that it may take some time for the tracking information to become available after your package has been dispatched.

## International Shipping

**Customs and Duties:** For international shipments, customs and duties may be imposed by the destination country's authorities. These additional charges are the responsibility of the recipient and are not included in the product or shipping costs paid to VCD Solutions. Please check with your local customs office for information on any applicable fees or restrictions.

**International Shipping Limitations:** While we strive to offer international shipping, there may be certain countries or regions where shipping is not available due to legal restrictions, import regulations, or logistical limitations. Please check with VCD Solutions first to verify its international availability to you. Portal access will be required on all international requests. For additional information on the process, please contact us for assistance.

## Order Tracking and Support

**Tracking Your Order:** To track the status of your order, you can use the tracking information provided in the shipping confirmation email. Alternatively, you can log in to your VCD Solutions portal account and access the order history section to view the status and tracking details of your shipment which will be placed in comments and notes.

**Customer Support:** If you have any questions or concerns regarding your order or shipment, our customer support team is here to assist you. You can reach out to us via email or phone, and we will be happy to provide the necessary assistance.

## Changes to this Shipping Policy

We may update this Shipping Policy from time to time to reflect changes in our shipping procedures or legal requirements. We encourage you to review this page periodically for any updates. Your continued use of our website and services after the posting of changes constitutes your acceptance of any and all such changes.

## Contact Us

If you have any questions or need further clarification about our shipping policy, please contact us.

Thank you for choosing VCD Solutions. We appreciate your business and are committed to ensuring a smooth and reliable shipping experience for you.