

## SHIPPING POLICY

### SHIPPING METHODS & DELIVERY

Inventis North America, Inc. offers FedEx shipping service within the United States. FedEx shipping services available are FedEx Ground/Home Delivery, FedEx 2-Day Air and FedEx Standard Overnight. Please note that FedEx 2-Day Air and FedEx Standard Overnight only deliver Monday through Friday (excluding holidays). We are not responsible for shipping delays due to inclement weather, and we do not issue refunds for shipping costs if a delivery date is missed. We do not ship to P.O. Boxes or military APO/DPO/FPO addresses.

### SHIPPING NOTIFICATION

When your order has shipped, you will receive a invoice email from us containing your tracking information. With this number, you will be able to monitor the progress of your package as it is in transit to you.

### INCORRECT SHIPPING ADDRESSES AND REFUSED DELIVERY

We will make every attempt to validate the shipping address provided at checkout to insure it is recognized as a valid address with FedEx. If we are unable to validate the address and we are unable to contact the customer to provide an updated address, the order will be cancelled and refunded.

In the event the customer provides an incorrect or partial shipping address when placing their order and it's returned by the carrier or if delivery is refused and returned to sender, Inventis NA will cancel the order and provide a full refund of the original purchase price, minus the shipping and handling charges.

Inventis will not be held responsible If the customer provides the wrong shipping address and we are unable to recover the package.

### MISSING OR STOLEN SHIPMENTS

If you didn't receive your order but the shipping carrier is reporting that it has been delivered, please contact us as soon as possible. We will file a claim with the carrier who will perform a detailed investigation and potentially involve local law enforcement to recover your package. Upon completion of this investigation if the package has proof of signature and Fed EX confirms it has been delivered no replacement or refund will be given. In the case that the order is found to not have been delivered Inventis NA will refund or replace the item.