

SHIPPING POLICY

1. INTRODUCTION

1.1 Purpose of the Policy

This Shipping Policy outlines the terms and conditions governing the shipment of physical goods purchased from Building Unbreakable Bonds (the “Company”). By placing an order through our website, you agree to the terms specified in this policy. This document is designed to provide clarity on the processes, obligations, and expectations related to the shipment of goods, ensuring transparency and customer satisfaction.

1.2 Applicability

This Shipping Policy applies to all customers who purchase physical goods from the Company’s website, whether located in the United States or internationally. It is important for customers to review this policy carefully before placing an order to fully understand the shipping terms.

1.3 Right to Modify

The Company reserves the right to modify this Shipping Policy at any time without prior notice. Any changes will become effective immediately upon being published on the website. Customers are encouraged to review this policy periodically for updates.

2. SHIPPING METHODS

2.1 Standard Shipping

The Company provides a standard shipping option through reputable carriers such as USPS, UPS, FedEx, or equivalent. Standard shipping typically involves ground transportation and is suitable for non-urgent deliveries.

2.2 Expedited Shipping

Expedited shipping is available for customers who require faster delivery. This option ensures prioritized handling and reduced transit times. The availability and cost of expedited shipping may vary depending on the shipping destination and the nature of the product.

2.3 International Shipping

The Company offers international shipping to select countries. This method involves the use of

international courier services and may include air and ground transportation. International shipments are subject to customs clearance procedures, which may impact delivery timelines.

2.4 Digital Products Exclusion

For clarity, any digital products, such as e-books, courses, or other non-physical goods, are delivered electronically and are not governed by this Shipping Policy. This policy solely applies to the shipment of tangible items.

3. SHIPPING DESTINATIONS

3.1 Domestic Destinations

The Company ships to all 50 states within the United States, including Alaska, Hawaii, and U.S. territories. Certain remote locations may experience longer delivery times due to logistical constraints.

3.2 International Destinations

Shipping is available to a list of approved international destinations. The availability of shipping to a specific country depends on the Company's partnership with international carriers and compliance with applicable import/export regulations.

3.3 Excluded Locations

Certain destinations may be excluded from the Company's shipping options due to logistical challenges, legal restrictions, or carrier limitations. Customers are advised to verify the availability of shipping to their location during the checkout process.

3.4 Military and PO Boxes

The Company ships to APO/FPO/DPO addresses and PO Boxes through specific carriers that accommodate such deliveries. Customers must ensure that the shipping address provided is accurate and conforms to the carrier's requirements.

4. SHIPPING COSTS

4.1 Calculation of Shipping Costs

Shipping costs are calculated based on a combination of factors, including the weight, dimensions, and destination of the package. The Company strives to provide fair and competitive

rates through partnerships with leading shipping carriers. Customers will see the exact shipping costs associated with their order during the checkout process, prior to finalizing their purchase.

4.2 Flat-Rate Shipping Options

In certain cases, the Company may offer flat-rate shipping options for specific regions or product categories. These rates provide customers with a predictable and simplified cost structure. Any availability of flat-rate shipping will be clearly indicated on the website.

4.3 Free Shipping Offers

The Company may offer free shipping promotions as part of marketing campaigns or for orders exceeding a specified monetary threshold. These promotions, when available, will be subject to the terms and conditions outlined in the promotion details. Free shipping typically applies to standard shipping methods only.

4.4 Additional Fees

For special delivery requirements, such as oversized items, restricted delivery locations, or expedited shipping options, additional fees may apply. Customers will be informed of such fees during the checkout process or through direct communication before order confirmation.

5. PROCESSING TIMES

5.1 Standard Order Processing

The Company endeavors to process all orders within 1–3 business days from the date of order confirmation, excluding weekends and public holidays. Processing times may vary based on order volume, inventory availability, and other operational factors.

5.2 Expedited Order Processing

Orders placed with expedited shipping options are given priority handling and are generally processed within 1 business day. Customers selecting expedited processing should ensure their orders are submitted before the daily cutoff time (if applicable).

5.3 Delays in Processing

While the Company strives to adhere to the stated processing times, unforeseen circumstances, such as high order volumes, supply chain disruptions, or force majeure events, may result in

delays. In such cases, customers will be notified via email or other available communication channels.

5.4 Backorders and Preorders

Products that are on backorder or available for preorder may require additional processing time. The estimated shipping date for such items will be communicated during the order placement process.

6. DELIVERY TIMES

6.1 Estimated Delivery Times

Delivery times vary depending on the shipping method selected, the destination address, and the carrier's operational capabilities. Estimated delivery times are as follows:

- **Standard Shipping (Domestic):** 5–7 business days
- **Expedited Shipping (Domestic):** 2–3 business days
- **International Shipping:** 10–21 business days (subject to customs clearance)

6.2 Delivery Time Variances

The above estimates are provided as general guidelines and do not account for delays caused by external factors such as adverse weather conditions, carrier issues, or customs processing. The Company cannot guarantee exact delivery dates but will provide tracking information for customers to monitor their shipments.

6.3 Customs and Border Delays

International shipments may experience delays due to customs inspections or other border-related processes. These delays are beyond the Company's control, and customers are advised to plan accordingly when ordering for time-sensitive needs.

6.4 Multiple Packages

For orders containing multiple items, the Company reserves the right to ship products in separate packages to ensure timely delivery. Customers will not incur additional shipping costs for split shipments unless explicitly communicated beforehand.

7. TRACKING

7.1 Provision of Tracking Information

Upon shipment of an order, the Company provides customers with tracking information via email or other designated communication methods. This information typically includes a tracking number, the carrier's name, and a link to monitor the shipment's status. Customers are encouraged to check their spam or junk email folders if they do not receive the tracking details promptly.

7.2 Real-Time Tracking Updates

The Company works with reliable carriers to provide real-time tracking updates whenever available. Customers may use the provided tracking number to access detailed information on the location and status of their shipment through the carrier's official tracking platform.

7.3 Delayed Tracking Information

In certain circumstances, tracking information may not be immediately available due to carrier processing times or other factors. If tracking details are delayed, customers are advised to wait up to 48 hours before contacting the Company for assistance.

7.4 Responsibility for Monitoring

It is the customer's responsibility to monitor the progress of their shipment using the provided tracking information. The Company is not liable for missed deliveries due to the customer's failure to track or act upon delivery updates provided by the carrier.

8. INSURANCE

8.1 Default Insurance Coverage

The Company ensures that all shipments are automatically covered by the carrier's basic insurance policy, which typically offers limited compensation for loss or damage during transit. The terms of this coverage are governed by the carrier's policies and are subject to their limitations.

8.2 Optional Additional Insurance

For enhanced protection, customers may have the option to purchase additional insurance coverage at the time of checkout. This coverage offers a higher compensation limit in the event

of loss, damage, or theft of the package. Details and costs associated with additional insurance will be clearly outlined during the checkout process.

8.3 Claims for Loss or Damage

In the event of loss or damage during transit, customers must notify the Company within five (5) business days of the estimated delivery date. The Company will assist customers in filing a claim with the carrier or insurance provider. Customers may be required to provide supporting documentation, such as photographs of the damaged goods or proof of purchase, to facilitate the claims process.

8.4 Exclusions and Limitations

Insurance coverage does not apply to shipments delayed due to carrier errors, natural disasters, or other force majeure events. Furthermore, perishable goods or items explicitly excluded from coverage by the carrier or insurance provider may not be eligible for compensation.

9. CUSTOMS, DUTIES, AND TAXES

9.1 Responsibility for Customs Fees

For international orders, the customer is solely responsible for any applicable customs duties, taxes, or fees imposed by the destination country. These charges are determined by local authorities and are not included in the product price or shipping costs.

9.2 Customs Clearance Process

International shipments may be subject to customs inspections and clearance procedures. The Company is not responsible for delays caused by customs processing, as these are beyond its control. Customers should allow additional time for their orders to clear customs when planning purchases.

9.3 Documentation Requirements

The Company ensures that all necessary shipping and customs documentation, such as invoices or declarations, is accurately prepared and included with the shipment. Customers are responsible for providing any additional information requested by customs authorities to facilitate clearance.

9.4 Unpaid Duties and Returned Shipments

If a customer fails to pay the required customs duties or taxes, the shipment may be held, returned to the Company, or disposed of by local authorities. In such cases, the customer will not be entitled to a refund for shipping costs, and additional fees may be assessed for the return of the goods.

10. SHIPPING RESTRICTIONS

10.1 Prohibited Items

Certain items may be subject to restrictions based on legal, regulatory, or carrier-specific policies. Prohibited items include but are not limited to hazardous materials, perishable goods, and items restricted under applicable import/export laws. The Company reserves the right to refuse shipment of any order containing such items without liability.

10.2 Restricted Locations

The Company does not ship to countries, regions, or addresses that are embargoed, sanctioned, or otherwise restricted by the U.S. government or applicable international regulations. This includes but is not limited to certain countries designated by the Office of Foreign Assets Control (OFAC).

10.3 Carrier Limitations

Certain shipping methods may not be available for specific locations due to carrier limitations. For example, carriers may restrict shipments to rural, remote, or military addresses. Customers are encouraged to verify the availability of their preferred shipping method during checkout.

10.4 Special Handling Requirements

Products requiring special handling or packaging, such as fragile items, may be subject to additional restrictions or fees. The Company will notify customers if their selected product requires special handling before finalizing the shipment.

11. FAILED DELIVERIES AND RETURNED PACKAGES

11.1 Customer Responsibility

It is the responsibility of the customer to provide accurate and complete shipping information

during the checkout process. The Company is not liable for failed deliveries due to incorrect, incomplete, or outdated address details provided by the customer.

11.2 Carrier-Related Failures

In cases where a delivery attempt fails due to the carrier's inability to access the delivery location (e.g., locked gates or absence of a recipient), the package may be returned to the carrier's facility or to the Company. Customers are encouraged to contact the carrier promptly to resolve such issues.

11.3 Unclaimed Packages

If a package remains unclaimed at a carrier's facility or customs office for a specified period, it may be returned to the Company or discarded by the carrier. Customers will be responsible for any additional shipping fees incurred to resend the package or may forfeit their right to a refund.

11.4 Reshipping Fees

For returned packages due to failed deliveries, the Company will offer the customer the option to have the package reshipped. However, the customer will be responsible for any additional shipping and handling fees. Reshipping will only proceed after the customer has verified and corrected the delivery information.

12. CONTACT INFORMATION

12.1 Customer Support

Customers who have questions or concerns regarding their shipment are encouraged to contact the Company's customer support team for assistance. Support is available via our contact us page.

12.2 Escalation of Issues

In cases where initial inquiries do not resolve the issue, customers may request that their concern be escalated to a manager or supervisor. The Company is committed to resolving all shipping-related concerns promptly and professionally.

12.3 Response Times

The Company strives to respond to all inquiries within 1–2 business days. During periods of high demand, response times may vary, but customers will be informed of any delays.