



Shipping policy

Standard delivery rate within the continental United States, is \$120/unit, though in some cases free shipping applies. Delivery is available to Alaska, Hawaii and Puerto Rico; however, an additional Shipping and Handling fee will apply. Additional transit time may also be required. The cost of shipping varies, please contact sales@vizziq.com to obtain a quote for shipping the Vizziq to you. Drop shipping available.

We try to process all orders within 48hrs. You will receive an email with your tracking information once your unit(s) have shipped.

Shipments will be between Monday-Friday, 9am-3pm CST – No shipments will be made outside of these hours. We accept Visa, Mastercard, and American Express credit cards. Once your order ships, you will receive a shipping confirmation email along with a tracking number. Please allow 5-7 business days for your order to arrive. If the unit you have requested is out of stock, you will be notified via email. We currently do not offer Saturday delivery. Next Day shipping or 3-day shipping is not available for Hawaii or Alaska. Sales tax may apply in some cases. Vizziq will not be responsible for any orders that were given the wrong address.

INTERNATIONAL SHIPPING

Vizziq offers calculated shipping options for all international orders. We try to ship all orders within 48hrs, so the shipping service level does not apply until the package has shipped. You will receive an email with your tracking info once your products have shipped. Shipments will be between Monday-Friday, 9am-3pm CST – No shipments will be made outside of these hours. Shipping fees will be calculated and sent via quote or sales order. A tracking number will be sent to you via email once your order has shipped. By completing this order, the customer is in agreement that they are responsible for all taxes, duties, brokerage fees, Customs fees or similar charges (including V.A.T). Also, the customer is in agreement that they are responsible for all original outgoing shipping costs and all shipping costs on items that are sent back.

CUSTOMS AND TAXES

Vizziq is not responsible for any customs, duties, taxes, or brokerage fees applied to your package. You will be responsible for paying these additional charges for customs clearance. We must declare all items at their full price and cannot change this amount to lower custom fees. If you refuse your package, you are responsible for the original shipping charges as well

as any custom fees or taxes that are incurred. If the package is undeliverable and returned, the shipping and return shipping total charges will be deducted from your merchandise payment amount refunded. In the instance that the price to return the merchandise exceeds the total amount of the merchandise including shipping costs, the package will be abandoned, and you will not be refunded.

EXCHANGE RATES

All of our items are listed in US Dollars, and we charge your account in US Dollars. To figure out the current exchange rate, please check: <http://www.xe.com/>

TRACKING

Tracking information will not be available until your package ships and has left our warehouse. Please note: Depending on carrier, tracking information may not be available until 24 hours after courier has received the package. Once your order ships, you will receive a confirmation e-mail with your tracking number. Either click on the tracking number and follow the link. Or you can enter your tracking number at the relevant website of ups.com or fedex.com. Once your order has shipped from our warehouse, please directly contact your courier with any inquiries about the status of your package: UPS at 1-800-742-5877 | FedEx at 1-800-463-3339. Also, the customer is in agreement that they are responsible for all original outgoing shipping costs and all shipping costs on items that are sent back.

SERVICE DELAYS

In the event that UPS/FedEx is unable to deliver a package due to an incorrect address entered by the customer, the customer's refusal to pay duties, multiple failed attempts to reach the customer at point of delivery, or otherwise, Vizziq is not responsible for payment of return shipping costs levied by the courier. Similarly, The cost of shipping varies, please contact sales@vizziq.com to obtain a quote for shipping the Vizziq to you. Vizziq is not responsible for the payment of re-shipping merchandise to the customer. In cases such as these, the customer is responsible for all shipping costs associated with returned packages due to failed delivery. Vizziq is not responsible for unexpected shipping delays caused by circumstances such as severe weather or natural disasters. We are not responsible for unexpected shipping delays caused by circumstances related to the courier itself, such as clearance delays. In cases such as these, please directly contact the courier with any inquiries about the status of your package: UPS at 1-800-742-5877| FedEx at 1-800-463-3339.

CONTACT INFORMATION

Questions about the Shipping Policy should be sent to us via email at support@vizziq.com or mail us at PO Box 74 Stillwater, MN 55082-4805.