

SHIPPING POLICY

CollectDirect, Inc. is committed to ensuring that all our products are delivered to customers in a timely and effective manner, complying with all necessary rules and regulations.

1. **Order Processing:** All orders are processed within 1-3 business days. Orders are not shipped or delivered on weekends or holidays. If there is a significant delay in shipment of your order, we will contact you via email or telephone.
2. **Shipping Rates & Delivery Estimates:** Shipping charges for your order will be calculated and displayed at checkout.
3. **Shipment to P.O. boxes or APO/FPO addresses:** CollectDirect, Inc. ships to addresses within the U.S., U.S. Territories, and APO/FPO/DPO addresses.
4. **Shipment Confirmation & Order Tracking:** You will receive a Shipment Confirmation email once your order has shipped containing your tracking number(s). The tracking number will be active within 24 hours.
5. **Customs, Duties and Taxes:** CollectDirect, Inc. is not responsible for any customs and taxes applied to your order. All fees imposed during or after shipping are the responsibility of the customer (tariffs, taxes, etc.).
6. CollectDirect, Inc. has no control over any delays due to Customs inspections.
7. **Damages:** CollectDirect, Inc. is not liable for any products damaged or lost during shipping. If you received your order damaged, please contact the shipment carrier to file a claim.
8. **Returns Policy:** For information about returns, please refer to our Returns Policy page.
9. **International Shipping:** For customers outside of the U.S., please be aware that we will follow all local regulations and standards in addition to rules and regulations for shipping our products. Please also be aware that Customs inspections are not within our control and delays due to this are not within our control.

Please note that the delivery date is an estimate and not guaranteed, as the actual delivery date will depend on the shipping method chosen and the carrier's scheduling. If you have any questions regarding your order or shipping details, please contact us at support@collectdirect.com. We're here to assist you.