



Shipping Policy

Last Updated: April 5, 2024

This Shipping Policy outlines the terms and conditions regarding the shipment of products ordered from Pocket Systems via the website www.pocketsystems.com (referred to as "the website" or "our website"). By placing an order through our website, you agree to the terms of this Shipping Policy.

1. Order Processing:

- a. Orders are typically processed within 2-4 business days of receiving payment unless otherwise stated on the product page or during the checkout process.
- b. Orders placed on weekends or holidays will be processed on the next business day.

2. Shipping Methods and Delivery:

- a. We offer various shipping methods for domestic and international orders, including standard shipping, expedited shipping, and international shipping options.
- b. Shipping costs and delivery times vary depending on the shipping method selected, the destination address, and the weight and dimensions of the package.
- c. Once your order has been shipped, you will receive a shipping confirmation email with tracking information, allowing you to track the status of your shipment.
- d. While we make every effort to deliver your order within the estimated delivery timeframe, we cannot guarantee delivery dates or times. Delays may occur due to factors beyond our control, such as weather conditions, carrier delays, customs processing, or other unforeseen circumstances.

3. Shipping Restrictions:

- a. We currently only ship to addresses within the United States. We do not ship to P.O. boxes or APO/FPO addresses.
- b. Some products may be subject to specific shipping restrictions or regulations imposed by carriers or customs authorities. It is your responsibility to ensure that the products you order comply with any applicable shipping restrictions in your country or region.

4. Shipping Charges:

- a. Shipping charges are calculated based on the shipping method selected, the destination address, and the weight and dimensions of the package.
- b. Shipping charges will be displayed during the checkout process before you submit your order.

5. Lost or Damaged Shipments:

- a. In the event that your shipment is lost or damaged during transit, please contact us immediately at [contact@pocketsystems.com] with your order number and a description of the issue.
- b. We will work with the carrier to investigate the matter and, if necessary, file a claim for reimbursement or arrange for a replacement shipment to be sent to you.

6. Returns and Exchanges:

For information about returns and exchanges, please refer to our Refund and Return Policy, which is available on our website.

7. Contact Us:

If you have any questions or concerns about our Shipping Policy, please contact us at [contact@pocketsystems.com].

By placing an order through our website, you acknowledge that you have read and understood this Shipping Policy and agree to be bound by its terms and conditions.