



## **Shipping Policy**

- A. It is the responsibility of the Customer and/or NBO to make sure the Company has the correct shipping address before any orders are shipped.
- B. A Customer/NBO will need to allow up to thirty (30) days for processing after the receipt by the Company of any notice of address change.
- C. A Customer/NBO may be assessed a \$200 fee for returned shipments due to an incorrect shipping address.
- D. All returns must be shipped to the Company pre-paid, as Netsurf Direct does not accept shipping collect packages. The Company recommends shipping returned product by UPS or FedEx with tracking and insurance as risk of loss or damage in shipping of the returned product shall be borne solely by the Customer or NBO. If returned product is not received at the Company Distribution Center, it is the responsibility of the Customer or NBO to trace the shipment and no credit will be applied.
- E. The product purchase orders will be processed and shipped within 24 hours on business days. The expected time for delivery is 3-5 business days.