

# Conversor shipping options

## What are my options?

Our shipping method is UPS Ground service. Hawaii, Alaska, Puerto Rico customers will have additional freight added to their orders, regardless of method of payment. Special shipping requests such as Next Day Air, 2nd Day Air, 3-Day Select will be charged at the appropriate rate. The order must be received by 12:00 p.m. Central time to ensure delivery.

Most orders in by 12:00 P.M. (Central Time) will be shipped out the same day. All orders in after business hours, weekends or holidays will be shipped the following business day.

Delivery time is subject to the ability of our courier (UPS) to fulfill their delivery schedule. Conversor is not liable for packages that are not delivered on time because of mishaps by our courier.

Note: Address corrections made after shipment will result in a \$10 correction fee imposed by our courier.

- We do not ship on Saturday, Sunday or Holidays.
- If your order arrives after 12:00PM CT it may not be processed until the following business day.
- Standard UPS Ground shipments generally arrive within 1-5 business days after your order is shipped, depending on your location.
- We cannot ship to P.O. Boxes or APO's due to UPS delivery restrictions.

## Can I Track My Order?

All orders are assigned UPS tracking numbers after they have been processed. Your tracking number(s) will be sent to your e-mail address on file. You can track your order by clicking on the link in your e-mail. You can also track your packages by going to your account link on our web site or by calling our customer service department at (888) 515-8120 during business hours (Monday – Friday 8:00AM to 5:00PM CT).

Note: Although your tracking number may be available immediately, you can only track your shipment after 4:00PM CT. Otherwise you will receive an error message indicating that the tracking number is unavailable.

We reserve the right to modify our shipping policy at our discretion.