



# Shipping Policy

## SHIPPING POLICY

Orders on in-stock inventory will typically be delivered within a week from our MSP warehouse by LOCKLY preferred courier or trucking companies. Free shipping options are available for orders reaching our MOQ and minimum order value of USD1,000 per delivery, with the exceptions of delivery requests outside the continental US: Alaska, Hawaii, and Puerto Rico. "Ship To Address" must be correctly indicated on Purchase Order and equivalent documents. The distributor has the option to place the order directly on LOCKLY B2B portal. Cost on parcel returned due to error on the shipping address will be borne by the Distributor.

### SHIPMENT PROCESSING TIME

All orders are processed within 2-3 business days. Orders are not shipped or delivered on weekends or holidays.

If we are experiencing a high volume of orders, shipments may be delayed. Please allow additional days in transit for delivery. If there will be a significant delay in the shipment of your order, we will contact you via email or telephone.

### 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.

### DAMAGES

Lockly 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. Please save all packaging materials and damaged goods before filing a claim.