

# Shipping Policy

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Thank you for visiting and shopping with Advanced Control Systems. Following are the terms and conditions that constitute our Shipping Policy.

## Shipment processing time

CarefreeIoT orders are typically processed within 4-5 business days. CarefreeLite orders are typically processed within 8-10 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 by a few days. Please allow additional days in transit for delivery. If there will be a significant delay in shipment of your order, we will contact you via email or telephone.

## Shipping rates & delivery estimates

Shipping charges for your order will be calculated and displayed at checkout.

Shipment method	Estimated delivery time	Shipment cost
UPS Standard	5-7 business days	Calculated at checkout
UPS Two Day	2 business days	Calculated at checkout
UPS Next Day Air *	1-2 business days	Calculated at checkout

\* Next Day Air delivery is only available for orders with delivery addresses within the continental United States.

Delivery delays can occasionally occur.

## Domestic Delivery

Advanced Control Systems ships to addresses within the U.S., U.S. Territories, and Canada.

## 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.

**Customs, Duties and Taxes**

Advanced Control Systems 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.).

**Damages**

Advanced Control Systems 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.

**International Shipping Policy**

We currently do not ship outside the U.S.

**Returns Policy**

Advanced Control Systems will accept returns for unopened/uninstalled products within 30 days of customer receipt. Shipping to return the product to ACS is the responsibility of the customer. a 20% restocking fee may apply.