

Shipping Policy

GENERAL SHIPPING POLICY:

Our shipping charges are based on standard UPS or U.S. Mail rates (where applicable), which are based on package weight, size, and distance shipped.

GDI Communications LLC offers UPS Ground, 3rd Day Select, 2nd Day Air, and Next Day Air shipping to all of our customers who place orders to be shipped to one of the 48 contiguous United States.

To help keep shipping costs as low as possible, we use UPS Hundredweight shipping for orders over 100 lbs. for 2nd Day and Next Day shipping, and over 200 lbs. For Ground and 3rd Day. This reduced shipping rate is calculated automatically when an order reaches the appropriate weight.

Orders to be shipped out of the 48 contiguous United States (i.e. Alaska and Hawaii) are sent by your choice of US Priority Mail, UPS 2nd Day Air, or UPS Next Day Air delivery. These orders are not eligible for UPS Ground or 3rd Day Select shipping. **If you choose Priority Mail, unfortunately, there is no way to track the order in transit.**

We also ship to A.P.O. addresses via US Priority Mail only.

DELIVERY AND LEAD TIME:

Since UPS does not ship on Saturdays or Sundays (even for express shipping), the actual delivery date may differ from the estimated transit time. For example: A Next Day Air order, leaving our warehouse on a Friday for New York, will not arrive until Monday, even though it has a one day transit time.

Ground shipping:

Orders for items that are **in stock** are usually shipped within 48 hours, excluding weekends and holidays. Barring exceptions, these orders ship out Monday through Friday at around 3:30 pm PST.

Express shipping (Next Day, 2nd Day, 3rd Day):

These orders are given top priority. Express orders for items that are in stock are usually shipped within 24 hours, excluding weekends. Barring exceptions, these orders ship out Monday through Friday at around 3:30 PM PST. If an express order is placed before 12 PM PST, it will usually ship out that same day.

ITEMS THAT ARE OUT OF STOCK:

You will be contacted via email or telephone if you ordered an out of stock item. At this point you can either choose to substitute for another item in stock, remove it from your order, cancel your order or place your order temporarily on hold until your item is in stock again. Due to availability and vendor issues, we can only provide an estimate as to when an out of stock item will be in stock again.

If you choose to remove the out of stock item from your order, a refund will be issued that is consistent with the original method of payment.

INTERNATIONAL SHIPPING:

International shipping rates apply to all orders shipped outside the Continental U.S., Alaska, and Hawaii. Actual shipping charges will be calculated at the time of shipment. We normally ship via UPS Worldwide Express but will accommodate any reasonable shipping method requested by buyer if available to GDI Communications LLC. Not all international shipments are trackable.

You may be subject to brokerage fees, import tariffs, customs duties, customs clearance fees and value added taxes, as well as other local taxes assessed by customs authorities at the time of delivery to the destination country. These additional charges, generally known as Import Fees for customs clearance, are borne by you; we have no control over these Import Fees and do not calculate them at the time of purchase. Our international shipping rates reflect the base shipping charge not including Import Fees. Customs policies vary widely from country to country; you should contact your local customs office for further information. Additionally, when ordering from GDI Communications LLC, you are considered the importer of record and must comply with all laws and regulations of the country in which you are receiving the goods. If you refuse to pay your local duty or tax and the carrier bills GDI Communications LLC for the unpaid charges, these charges will be deducted from any refund for the rejected product. Failure to pay customs Import Fees may also jeopardize or terminate your ability to place future orders.

Your privacy is important to us, and we know that you care about how information about your order is used and shared. We would like our international customers to be aware that cross-border shipments are subject to opening and inspection by customs authorities. Also, we may provide certain order, shipment, and product information, such as titles, to our international carriers, and such information may be communicated by the carriers to customs authorities in order to facilitate customs clearance and comply with local laws.

Estimated delivery time is a calculation of time to ship + time in transit to customs + time in customs + time in transit for delivery. GDI Communications LLC will not be held responsible or liable for any delays or problems that result at your local customs office.

Return shipping costs are the responsibility of the purchaser on all returned orders. Refunds will be for the merchandise amount only. GDI Communications LLC cannot refund any duties, taxes or fees paid to customs on the order. No refunds will be given for items that are seized at your local customs office.