

Shipping Terms and Conditions

Our fulfillment team typically fulfills orders within 24-48 business hours (excluding backorder/presale items), Monday thru Friday. Orders placed anytime after 12pm PST will be shipped the following business day, and orders placed on the weekend will typically ship the following Monday. Delivery time does not include Saturday, Sunday or holidays.

***Please note:** Our fulfillment team ships orders very quickly. This means that changes to shipping address or order can rarely happen, once it's been processed. If you made an error or need to adjust your order, please email us at info@litegear.com so we can help with an alternate solution. We are unable to make any updates or changes to your order once it has been shipped.*

US Domestic

LiteGear ships orders, both individual packages and pallets, within the 50 United States via ground delivery with various shipping companies such as FedEx, UPS, DHL, Pack Air, etc.

Our preferred shipping method is FedEx, and all shipments are sent with declared values/insurance, along with signature requirement (we don't want your gear going missing).

International

LiteGear offers international shipping to most countries. However, there are some countries where shipments are not possible due to War Zones and other international trade restrictions.

LiteGear is not responsible for delays at customs or for products confiscated by the legal authorities of individual countries. All customers are responsible for international duties, customs fees, and VAT taxes. We advise all customers to check with their local customs office regarding import laws in advance before ordering if they suspect that their country may ban and/or charge additional fees for the import of any products.

Shipping Charges

Customers are responsible for all shipping charges incurred. Including but not limited to additional taxes, customs fees, import/export fees, etc.

LiteGear will accept customer requests to ship via specific shipping carriers when customers account is provided. If the customers carrier account number is not provided, LiteGear will

select the most cost effective ship method and the charges will be added to the customers invoice.

Customers are responsible for any shipping charges for shipments that are refused upon delivery plus a 25% restocking fee.

Customers are responsible for any change address/delivery fees incurred once the packages have shipped.

Deliveries made to residential or limited access areas will incur an additional shipping charge. It is the responsibility of the customer to identify the shipping address as residential or limited access. Should the shipping information provided to Litegear, Inc., be incorrect, Litegear, Inc., reserves the right to back charge the purchaser upon receipt of the delivery charges.

Customers can also choose to pickup packages from our Burbank, CA location via Will Call. Orders picked up via Will Call are subject to current city taxes and fees billable to the customer. All Will Call orders are to be picked up within 72 hours of being notified that the order is available to be picked up unless otherwise arranged with LiteGear. Any orders not picked up within 72 hours will be subject to storage fees of \$25.00 USD per 24 hour period.

Exchanges/Repairs

All sales with LiteGear are final. In the event that items ordered are not what was expected/needed, customers must contact LiteGear immediately to discuss exchanging/returning the items within seven (7) business days, accompanied by the original invoice/receipt. Any items returned for repair without a return authorization number (RMA#) are subject to being denied refunds or exchanges. Any shipping/customs fees, taxes, etc. incurred will not be refunded.

Warranty Repair/Replacement Shipping

Please see LiteGear's product warranties for more information.

Miscellaneous Shipping hours

The LiteGear shipping department is open Monday - Friday from 8am - 4:30pm PST. Our carriers typically pick up by 3pm daily. We are closed on weekends and all major holidays. If your order is urgent, please contact customer care at 1-818-358-8542 to arrange for expedited shipping and/or after hours pick up. After hours pick up is subject to a flat \$200 USD fee payable by cash only.

Insured Shipments and Signatures

LiteGear ships all packages insured and with a signature requirement. If the customer chooses to remove these security features, they are responsible for any damages, losses, missing, or miss-delivered shipments.

Receipt of Shipment

Customers are responsible for inspecting shipments prior to accepting delivery. For any issues contact Customer Care immediately at 1-818-358-8542 or via email at support@litegear.com. Be sure to photo document any damage. Do not throw away any of the original packaging. Issues need to be reported within 72 hours of delivery acceptance.

Re-delivery/Storage Fees

In the event that a shipment is unable to be delivered for reasons that are within the customer's control, re-delivery fees may apply. Return shipping charges will be the customer's responsibility and will need to be paid in full before re-delivery is attempted. In the event the freight carrier stores the order for any amount of time other than the standard transit time, the freight carrier reserves the right to bill the customer storage fees directly. If the freight carrier bills these fees to Litegear, Inc., we reserve the right to bill those charges back to the customer. The customer will also be responsible for damages that may happen during storage. Once orders stored are received by the customer, any damages incurred during storage should be discussed with the storage facility and are the responsibility of the customer to resolve and are not covered under warranty or exchange/repair policies. Customers are responsible for any shipping charges for shipments that are refused upon delivery plus a 25% restocking fee. Please contact Customer Service at 1-818-358-8542 in the event of re-delivery or re-consignment.

Back Orders

Quantities and availability are subject to change without prior notice. LiteGear will notify the customer when items are not available for immediate shipment. Once items are available to ship, LiteGear will notify the customer. Any changes to the shipping method or speed will be discussed at this time.

Cancelled Orders

If any part of an order is cancelled after it has been shipped the customer will be responsible for the full amount of round-trip shipping and handling charges, plus any applicable restocking and repair fees.

Custom & Special Orders

Custom orders or special orders are final sale once they have entered the production stage. If for some reason the items are no longer needed, and production has not started, the customer will be billed for any non-standard items ordered on behalf of the custom/special orders. Please contact Customer Service at: 1-818-358-8542 or email info@litegear.com with any questions.