



## Shipping Policy

1. Check your order carefully, some items are very small and can get lost in the packaging material. Notify us immediately at 1-888-356-7659 about any missing items.
2. Stewart Systems self-insures all of our shipments at full value. You will be charged **1%** of your order total for shipments sent via FedEx and **2.5%** of order total for shipments sent via UPS or the US Postal Service. This charge will appear on your invoice as “Shipping Insurance”. This charge is not optional if we are shipping your product on any of our shipper accounts. If you would prefer, we are always willing to ship using your shipper’s account, however we will not be responsible for any damaged or missing shipments, and are unable to file any insurance claims on your behalf.
3. All international orders (regardless of destination country) will be charged a **\$10** processing and handling fee due to the complex and time consuming nature of these shipments.
4. We will consider your **Domestic** shipment “lost in transit” if it is unaccounted for **10 calendar days** from the date of shipment, and, upon your request, will ship replacement products at no additional cost to you. Should you receive the original shipment after receiving the replacement shipment, you agree to refuse delivery and return to sender.
5. We will consider your **International** shipment “lost in transit” if it is unaccounted for **20 calendar days\*** from the date of shipment, and, upon your request, will ship replacement products at no additional cost to you. Should you receive the original shipment after receiving the replacement shipment, you agree to refuse delivery and return to sender. \***Note**- this policy does not apply to delays in transit resulting from inspections by Customs authorities.
6. Material damaged by freezing will not be replaced unless it was frozen in transit. You must notify us **within 24 hours of delivery** if you observe an activated freeze indicator or suspect damage to your products as a result of freezing in transit. Orders shipped “no signature required” at the customer’s request will **NOT** be replaced for freezing or loss in transit if shipping company shows it was delivered.
7. During times of freezing weather conditions (either en-route or at the delivery location) , if your order contains any of the following products, we will ship your **ENTIRE** order as “direct signature required”:
  - EkoBond
  - EkoPrime
  - EkoFill
  - EkoPoly Premium
  - EkoPoxy
  - EkoCrylic

If you decline to have your order shipped “direct signature required” during times of freezing conditions, we will not be held responsible for loss or damage resulting to any of the above products.