

# Shipping and Delivery Policy for GRAVITY

Effective Date: 01/09/2025

At GRAVITY, we are committed to providing our customers with a seamless shipping and delivery experience. This Shipping and Delivery Policy outlines our procedures, responsibilities, and your rights as a customer when it comes to the shipment and delivery of your orders.

## 1. Shipping Methods

We offer a variety of shipping options to meet your needs. Available shipping methods may include:

- **Standard Shipping**
- **Expedited Shipping**
- **International Shipping**

At checkout, the available shipping methods and their associated costs will be displayed, and you will be able to choose your preferred option. Shipping costs are calculated based on your delivery address and order size.

## 2. Processing Time

All orders are processed within 2-3 business days of receiving your order. Please note the following:

- Orders placed on weekends or public holidays will be processed on the next business day.
- Custom orders or special items may take additional time to process, and we will notify you accordingly during checkout or via email if there are any delays.

If your order is subject to delays beyond our control (e.g., customs processing, weather events, or strikes), we will keep you informed as soon as we become aware of the delay.

## 3. Shipping Costs

Shipping costs are calculated at checkout based on the shipping method, destination, and order size. These costs will be clearly communicated before you confirm your purchase. We may offer free shipping promotions for orders that meet a specific value threshold. Eligibility for free shipping will be indicated at checkout.

**Note:** Any customs duties, taxes, or import fees for international orders are the responsibility of the customer and will not be covered by GRAVITY.

## 4. Delivery Times

- **Domestic Orders** (within the United States): Typically delivered within 7-10 business days after processing, depending on the shipping method chosen and destination. Delays may occur due to unforeseen circumstances or shipping carrier issues.
- **International Orders:** Delivery times for international shipments typically range from 2-4 weeks after dispatch. Delivery times may vary based on the destination country, customs regulations, and unforeseen delays. GRAVITY is not responsible for any customs delays, taxes, or duties applied by the destination country.

## 5. Tracking Your Order

Once your order has been shipped, you will receive an email notification containing your tracking number. You can use this tracking number to monitor the progress of your shipment. Please note that tracking information may take up to 48 hours to update after shipping.

If you have not received your tracking information within the stated processing time, please contact us at [team@gravitymovement.com](mailto:team@gravitymovement.com) for assistance.

## 6. Lost, Stolen, or Damaged Items

If your order is lost, stolen, or damaged during transit, please contact our customer support team at [team@gravitymovement.com](mailto:team@gravitymovement.com) immediately. We will assist you with filing a claim with the carrier and help resolve the issue. Be prepared to provide the following:

- Your order number
- A detailed description of the issue
- Photos of damaged goods (if applicable)

**Note:** GRAVITY is not responsible for lost, stolen, or damaged items once the order has been shipped. However, we will assist you in contacting the carrier for claims if the issue occurs during transit.

## 7. Shipping Restrictions

- **Customs Duties and Taxes:** International orders may be subject to customs duties, taxes, or other import fees imposed by the destination country. These charges are the responsibility of the customer and must be paid upon receipt of the goods. GRAVITY is not responsible for any delays or additional fees imposed by customs.
- **Remote Locations:** Shipments to certain remote areas or international locations may experience delays or be subject to shipping restrictions. If this applies to your order, we will inform you as soon as possible.

## 8. Address Accuracy

It is your responsibility to ensure that the shipping address you provide during checkout is accurate and complete. GRAVITY is not responsible for shipping delays, lost packages, or additional shipping charges arising from incorrect address information provided by the customer. If a package is returned due to an incorrect address, you will be responsible for the additional shipping fees to resend the package to the correct address.

## 9. Returns and Shipping

For detailed information on how to handle returns, please refer to our Refund and Return Policy. If you need assistance with a return or exchange, please contact our customer support team at [team@gravitymovement.com](mailto:team@gravitymovement.com).

## 10. Force Majeure

GRAVITY will not be held liable for any delay or failure in the performance of its obligations under this Shipping and Delivery Policy if such delay or failure is caused by circumstances beyond our control, including, but not limited to, acts of God, war, terrorism, natural disasters, strikes, labor disputes, government actions, pandemics, or any other force majeure event.

## **11. Governing Law**

This Shipping and Delivery Policy, as well as any dispute arising out of or relating to shipping and delivery, shall be governed by and construed in accordance with the laws of the State of Hawaii, without regard to its conflict of law principles. Any disputes related to this policy will be subject to the exclusive jurisdiction of the courts located in Hawaii, USA.

By placing an order through the GRAVITY website, you acknowledge and agree to the terms outlined in this Shipping and Delivery Policy.