

Shipping Guide

This Product Ships From SUMAS, WASHINGTON

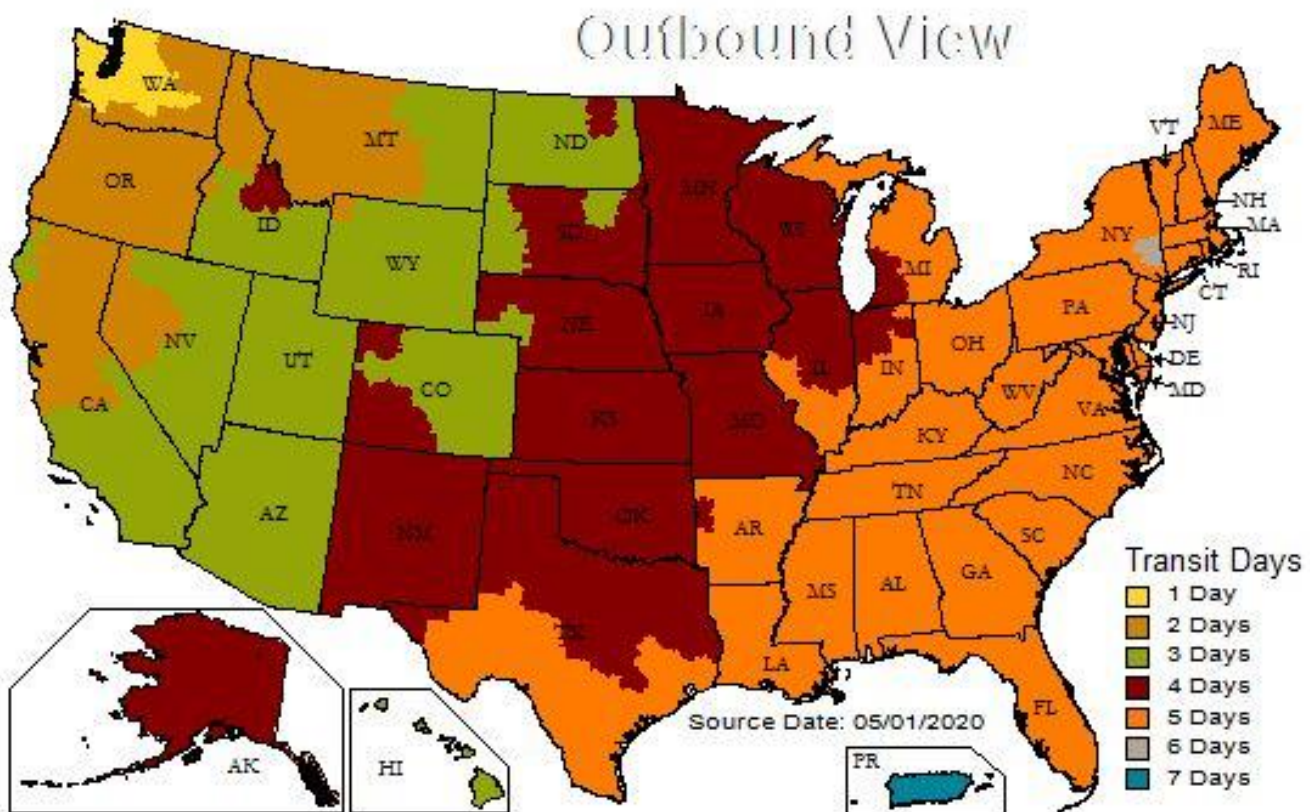
The vendor shipping this product tends to be just a little slow, so I would count on them shipping 1 or 2 business days after they receive the order, which is usually the 2nd "business" day after your order is entered.

Please refer to the following map below for the estimated delivery time via UPS Ground. We also have an example after the map in case you find this a little confusing.

To understand the full shipping process, please read the short article below, entitled "[How Long Will My Delivery Take?](#)".

MAP - Shipping From - SUMAS, WASHINGTON

TrueChrome Business Days in Transit From: Sumas, WA 98295



For example, lets say you are in Arizona, and you ordered on late Friday afternoon. Since the next business day will be Monday, TrueChrome will run your order through our Fraud prevention metrics and process your order Sunday late evening. Your order will be sent to our distributor for fulfilling Monday morning.

The product will normally be shipped the Monday, or even possibly Tuesday from the Sumas, Washington warehouse. [See Map](#). You would find your state (in our example, Arizona (AZ) and note the color is Green. Looking under the "Transit Days", on green color shows 3 Days. So you can generally expect your item to be delivered on Thursday (or Possibly on Friday if they are slow). I.e. Ships Tuesday, so Wednesday is day 1 and Thursday is day 2 and Friday is day 3.

How Long Will My Delivery Take?

It is important to understand that there are 2 times that make up the total time for the delivery of your purchase. The first is **Product Fulfillment** and the second is **Product Delivery**.

1. The time of Product fulfillment is the time it takes to get your order, process the credit card information, send it to the warehouse, waiting in the warehouse queue, pull it from the shelves (or possible manufacturing time), and put it on the delivery truck. This time usually takes anywhere from a few hours to 3 or 4 days if your order is placed on Friday afternoon and has to wait until Monday (or Tuesday if a holiday). It can take as much as 2 or 3 weeks if the product has to be manufactured.
2. The second, product delivery time, is **what you pay for by selecting Ground or 3-Day**. This usually takes anywhere from 1 to 6 days and weekends and holidays do not count. Selecting 3-days can actually take as many as 6 days if it includes a weekend and a holiday. **What all delivery agents use is 3 working days. There is no such thing as Guaranteed 3-day counting the day of the order.** We have had customers enter their order on Friday and expect it on Sunday. It is unrealistic, since it will not even be shipped until Monday (if not a holiday) at the earliest and Thursday would be 3-day (if Monday ,Tuesday & Wednesday are not holidays).

We try to get every day's orders processed each night, so that most will be delivered **within 5 or 6 business days Max**, although around Christmas time we tend to get a day or two behind. During most of the year most areas can expect delivery within 2 to 5 business days (for RoadPro products), **if you order early in the day. Selecting 3-Day Shipping should get it there within 3 business days from the day the order is shipped. Please keep in mind that we cannot guarantee you a delivery date as the delivery service is not in our control.** **Please Note: Koolatron products are sent from Canada, so expect a day or 2 delay. You can help** by making sure your information is correct, so double check it and make sure you **do NOT use a P.O. Box** as the Ship To: address because we can not ship to a P.O. Box address. The **Most Common Reasons that Delay an Order** are:

- Wrong expiration date for Credit Card (Top Reason)
- Billing Address given, **does NOT match the Address your bank has on file and Bills You** for your credit card. (Make Sure this is Correct)
- Shipping Address is a P.O. Box and NOT a Physical Address.
- Alaska or Hawaii have not requested a shipping quote. We would prefer not to ship to Alaska, nor to Hawaii unless you understand the RATES ARE HIGHER!

Delay is compounded if the phone and email are not correct. In fact, give us a bad phone number and we will cancel the order. After all you are asking us to trust you when you order.

We wrote the above to try and help you get a good understanding of what to expect, but please also understand that although 99% of the time, it will happen exactly as we have described, there will still be those rare times when it does not. We are NOT guaranteeing the above as an absolute. We are just letting you know the way things usually work.

TrueChrome recommends that if a product is critical to your needs, you should buy it locally, so that you can take full responsibility for the delivery (i.e.. You pick it up yourself). No matter how much we plan, things happen. It is the process of life, so plan for it. When those irritable things do happen, take it with a grain of salt and move on, but under no circumstances should you sacrifice your happiness. Ivenc and the TrueChrome Team.