



## DELIVERY POLICY

Gaab Locks delivers your products fast and hassle-free. We are proud to offer Free Shipping\* on qualified products within Miami Dade and Broward County.

*\*Free Shipping subject to change. Not available on all products, e.g., orders under \$200, overweight/oversized orders, special delivery services, etc.*

**Please note:** Due to the pandemic's supply-chain challenges, product availability and shipping times are not guaranteed.

**How Will My Products Ship?** Products ship using various methods and come either directly from our warehouse or from the manufacturer. These methods will appear in the packing slip note.

**Scheduled Freight Deliveries:** We don't schedule deliveries.

**Signature Required Freight Deliveries:** Please be advised that we require a signature.

**Advice for Receiving Your Order:** When you receive your order and before attempting to use any product, it is critical to check for both visible and concealed damage. You should also look to make sure that no parts are missing or broken. If you discover an issue, you must let us know right away.

**How To Handle Shipping Damage:** Roads aren't perfect, and on rare occasions, a package can get bumped. In those cases, it's best to take a picture, refuse the delivery, and record the damage on the driver's bill or packing slip. Some concealed damage may not be readily apparent, so you should inspect the shipment thoroughly upon receipt. Next, let us know immediately, within two days, so we can make arrangements to get you a replacement as quickly as possible.

**Lift-Gate Service:** We do not offer this service.

**White-Glove Service:** We do not offer this service.

**When We Ship?:** We will deliver your order as soon as possible; most orders take between 24 and 72 hours.

**What is the difference between processing and shipping times?** Processing time is the amount of time it takes after payment has been verified, for your order to be physically picked, packaged, crated, or palletized, wrapped, and loaded.

**Shipping time** is how long it takes to deliver your product to you once they have received it from the factory or us. When placing an order, you will expect lead times for both processing and shipping for in-stock products.

**What if my product is on backorder?** Not to worry. We use a state-of-the-art, real-time inventory system that checks our warehouse stock. However, products that are currently listed as back-ordered will display estimated ship times. You may place your purchase, so you will be on the list to receive it when the product becomes available.

**Holiday Shipping Deadlines:** The holidays are a busy time for shipping, even when there isn't a global pandemic interrupting supply lines. To increase the chances of getting your order in time for the holidays, we recommend placing them a few weeks in advance.

**Expedited Shipping Fees:** Expedited orders will receive priority processing. However, the fees paid for Next-Day are non-refundable. We will do everything in to deliver your order on time. Still, if we are experiencing shipping delays due to severe weather, mandatory evacuations, increased demands, etc., we cannot refund the fees.

**Re-consignment Fees:** Changes to the delivery address requested after the product ships will incur a re-consignment fee.

**International Shipments:** We currently do internationally, including to Canada or U.S. territories, and Central America. We can ship to freight forwarders inside the United States too. You would be responsible for coordinating and paying for the international shipment and inform us which carrier you select.

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