

Generic Shipping Policy –Genesis Cluster

Shipping Policy

Thank you for visiting and shopping at www.genesiscluster.com. Following are the terms and conditions that constitute our Shipping Policy.

Domestic Shipping Policy

Shipment processing time

All orders are processed within 2-3 business days. Orders are not shipped or delivered on weekends or holidays.

If we are experiencing a high volume of orders, shipments may be delayed by a few days. Please allow additional days in transit for delivery. If there will be a significant delay in shipment of your order, we will contact you via email or telephone.

Shipping rates & delivery estimates

Shipping charges for your order will be calculated and displayed at checkout.

Shipment method	Estimated delivery time	Shipment cost
Any national/International Courier	3-5 business days	Depending on the order value, sometimes it may be free
Any national/International courier	2 business days	Additional charges as recommended by courier companies
Overnight by available national/International courier	1-2 business days	Depends on order volume and location,

* Overnight delivery is only available for orders with delivery addresses within in the available range of courier in any country

Delivery delays can occasionally occur.

Due to ongoing pandemic and such other situation may be Delivery may be delayed more than normal

Shipment to P.O. boxes or APO/FPO addresses

www.genesiscluster.com) ships to addresses within the Territories, and APO/FPO/DPO addresses.

Update this section if you do not ship to P.O. boxes or APO/FPO addresses.

Shipment confirmation & Order tracking

You will receive a Shipment Confirmation email once your order has shipped containing your tracking number(s). The tracking number will be active within 24 hours.

Customs, Duties and Taxes

www.genesiscluster.com is not responsible for any customs and taxes applied to your order. All fees imposed during or after shipping are the responsibility of the customer (tariffs, taxes, etc.).

Damages

www.genesiscluster.com is not liable for any products damaged or lost during shipping. If you received your order damaged, please contact the shipment carrier to file a claim.

Please save all packaging materials and damaged goods before filing a claim.

International Shipping Policy

International shipping policy varies depends on the shipping volume and location, However the shipping time will be more If customer opt sea cargo system.

Returns Policy

Please find our [Return & Refund Policy](#) provides detailed information about options and procedures for returning your order.

The complete money will be returned if the customer cancel the order before shipping, The shipping charges will be deduct one time shipped. The damaged or unsuitable or wrong supply will be exchanged as per the customers' demands. The same shipping policy will be for international orders and order cancellations.