

Shipping & Delivering Policy

Pricing and Quotes

Our posted prices do not include shipping costs. Shipments will be quoted and honored by FEDEX through our online store. Calling our office, we will quote using a variety of carriers. When shopping online this price will automatically be added to your cost. When calling to order your shipping will be added to your invoice when the product is ready. This is for accuracy in cost.

Shipping

All online orders will be processed by ground shipments. Most single windshields will be boxed and sent UPS or FedEx ground if ordered over the phone. For larger shipments it will be put on a skid and sent freight. This will include a bill of lading and should contain tracking information on the invoice. We will always take pictures of the freight shipment before it leaves our facility.

Packaging

If shipping ground, no more than parts will be in one box due to ability to deliver. Our ground shipment boxes are made for parts packed with foam, cardboard and secured for transfer. If receiving freight, SHIELDS® will package your product on a skid or in a crate depending on arrangements. This crate will be secured with proper packaging and bands to ensure safe transfer.

Delivery

SHIELDS® delivery date is determined by the shipping method selected by the customer. Priority shipping and overnight shipping can be selected upon request; however, our representatives will select standard ground unless otherwise requested. SHIELDS® lead times vary by product and can be confirmed over the phone and on the customer's sales order. If a shipment is to be late, the customer shall be notified as soon as their account manager is made aware of the delay. SHIELDS® is not responsible for the delay caused by freight companies.

Upon delivery product must be opened and inspected within 7 days of delivery for SHIELDS® to address any issues with the shipment or delivery. If the product was damaged in shipping, we require pictures of the damage to make a claim with the carrier. SHIELDS® will then right the situation determined by the circumstances.

Returns

To return a product, SHIELDS® must be notified of the reason to return the product. If the product is unused and not damaged a refund will be processed upon return and inspection. If the part is damaged being returned or has been used, no refund will be processed. Unless the fault of the return was SHIELDS® responsibility, then SHIELDS® will right the situation determined by the circumstances of the situation.

Updated 7/18/23 AM

Included in Packaging

Each customer should receive a packing slip, invoice, and care sheet in their shipment. This care sheet has guidance on taking care of our product as well as videos to guide installation and care. Please refer to the care sheet for questions regarding care and handling.

Exchanges

A product exchange is available if the customer has ordered the wrong part or shipped the incorrect part by SHIELDS®. The cost to exchange a part will be determined by the circumstances and an agreement will be made by the customer and SHIELDS®. Only unused and uninstalled parts will be permitted for an exchange.