

## Shipping Charges and Duties POLICY Explained - Tips & Suggestions

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**At MICROSOLV, we want to ensure transparency when it comes to shipping and related fees.**

### Shipping, Handling & Duty Charges – What You Need to Know

Customers are responsible for all Shipping, Handling, and Duty Charges and Fees associated with their orders.

#### For Customers with Established Accounts:

- We ship FOB Leland, NC via FedEx unless otherwise agreed upon in advance.
- Shipping charges will be prepaid by MICROSOLV and then added to your invoice or credit card transaction, depending on your payment method.

#### Using a Different Shipping Carrier?

- If you prefer to use a carrier other than FedEx, please note:
  - Additional handling fees may apply
  - These arrangements must be confirmed by us, before your order is shipped

If you have any questions about shipping options or costs, our customer service team is here to help!