



SHIPPING POLICY

ESTIMATED SHIPPING TIME:

The estimated shipping time of your order is available on the Order Status page. Information is entered when the manufacturer ships the product.

DELIVERY TIME:

Once the product ships, please allow at least 5 business days for delivery. If your order has multiple items, because the product ships from a DC (Distribution Center) or manufacturer and depending if the product is in stock, all items may not ship together or the items may ship at the same time but may arrive at different times.

SHIPPING COMPANIES:

Xtreme Auto Solutions uses the best shipping methods available for your order. The shipping company used to carry your order will vary by item and or by destination.

TRACKING INFORMATION:

Tracking information will be sent to you within 24 hours of us receiving it from our supplier. If you have not received an email with tracking information, please contact us at (800) 708-7080 for assistance.

You can also check your tracking number when you check your Order Status. If a tracking number is available, it will show in the "shipping status" column. A tracking number will not be available for your order if the item has not shipped.

SIGNING FOR PACKAGES:

All packages must be thoroughly inspected before signing. If any damage is seen which includes torn boxes, tapped packages, opened boxes, crushed, holes, etc., please either refuse the package or notate "POSSIBLE DAMAGE". This is very important for us to assist with any claims after you have received them. See FedEx or LTL damage section for more information.

CANCELING ORDERS:

If you need to cancel a pending order, you must email sales@xtremeautosolutions.com with your sales order number, full name and contact phone number. Verbal calls are also accepted but not preferred as documentation will be needed.

If an order has already shipped that needs to be canceled and not the fault of Xtreme Auto Solutions, the customer will be responsible for the return freight. A 25% restock fee may be applied by the supplier.