

## **HYDROBOOSTSUPERWATER SHIPPING POLICY**

Effective Date: July 1, 2025

This Shipping Policy describes the terms under which Aquaessence Tech LLC performs the processing, delivery and tracking of orders placed on our website (hydroboostsuperwater.com).

1. **ORDER PROCESSING** All orders are processed within 48 business hours if placed Monday through Friday between 8:00 a.m. and 5:00 p.m. (Eastern Time, USA). Orders placed on weekends or holidays will be processed the next business day.
2. **DELIVERY TIMES** The average delivery time within the continental U.S. is 3 to 5 business days, depending on the recipient's location. For international orders, times may vary by destination.
3. **CARRIERS** We use the following carriers:
  4. Within the U.S.: UPS, FedEx and USPS.
  5. International: DHL Express Worldwide.
6. **SHIPPING RATES**
  7. Domestic (U.S.): flat rate of \$20.00 per box.
  8. International: DHL Express WorldWide rates apply depending on destination and weight.
9. **ORDER TRACKING** Once your order is shipped, you will be emailed a tracking number to check the status of your delivery in real time.
10. **BACK ORDERS** If one of the products in your order is not available at the time of shipment:
  11. We will ship available products immediately.
  12. Backordered products will be shipped as soon as they become available, with no additional shipping charge.
13. **RESTRICTIONS AND EXCLUSIONS** We do not ship to P.O. Boxes. All orders require a physical delivery address.

14. SHIPPING QUESTIONS For any questions regarding the status of your order or additional shipping information, you may contact us at: Email: [support@hydroboostsuperwater.com](mailto:support@hydroboostsuperwater.com) Mailing Address: Aquaessence Tech LLC, 2788 Shaughnessy Dr, Wellington, FL 33414, USA.