



## Skyfish Shipping Policies

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- The Skyfish shipping department operates Monday to Thursday 8am-5pm MST.
- In-stock orders received before 10am Monday through Thursday ship same day, unless otherwise noted.
- In-stock orders received after 10am ship on the next operating day.
- All orders must be paid in full prior to shipment (issuing a PO does not constitute payment received).
- Only complete orders are shipped. Orders containing out of stock items will be held until all items can be fulfilled.
- The Skyfish shipping department is closed for the following federal holidays (or the observed day): New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas.
- Rarely, the Skyfish shipping department may close due to inclement weather. In this case, information about delayed shipping will be posted on our website, blog, and social media channels.
- Rental orders require signed credit card authorization for value of the equivalent retail product before shipment. The authorized credit card and billing credit card must match.
- Free domestic shipping includes shipping to the 48 contiguous US states. Hawaii, Alaska and US territories are not included.

### International Shipping

- Duties and taxes are the responsibility of the receiver and are not collected by Skyfish.
- FedEx is the preferred shipping carrier for shipments leaving the US. Alternate carriers are not recommended, and responsibility for issues with customs, export/import will be the responsibility of the account holder to resolve.
- Skyfish is ITAR sec. 126.1 compliant; we ship our UAVs to countries with which the United States does not have a policy of denial of trade.

This content is subject to change.

If you have any questions about this document, please contact Skyfish Customer Relations at [support@skyfish.ai](mailto:support@skyfish.ai)

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