



## Shipping Policy

### Shipping Coverage

Nomadic Innovations ("Nomadic") ships exclusively to the continental United States, excluding Hawaii and Alaska. At this time, we do not offer international shipping.

### Order Processing

We strive to process orders within 7 days, though this is a goal and not a guarantee. Orders are typically shipped 1-2 business days after processing.

### Shipping Timeframe

Please note that due to a high volume of orders, processing may take 7-20 business days. Once processed, shipments are made on Tuesdays and Thursdays. If your unit requires expedited handling, please contact us to discuss your timeline. Delivery times may vary, and delays can occasionally occur.

### Damage Policy

At Nomadic, we ensure every unit is shipped in perfect condition and document each shipment before it leaves our facility.

**IF A PACKAGE IS SIGNED FOR AND DAMAGE IS DISCOVERED LATER, REFUND/ EXCHANGE IS IMPOSSIBLE. SIGNING FOR RECEIPT OF PACKAGE CONFIRMS WITH SHIPPING COMPANY THAT THE ITEM WAS DELIVERED IN PERFECT CONDITION.**

### P.O. Boxes or APO/FPO Shipments

We do not ship air conditioners to P.O. boxes. Smaller electrical components may be eligible for shipment to P.O. boxes, but we recommend using a residential or business address if possible.

### Shipment Confirmation & Order Tracking

Once your order has shipped, you will receive a shipment confirmation email that includes a tracking number. The tracking number will become active within 24 hours of shipment.

### Customs, Duties, and Taxes

Nomadic is not responsible for any customs duties, taxes or additional fees applied to your order. All fees imposed during or after shipping are the responsibility of the customer (tariffs, taxes, etc.).

### Contact Us

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