

Shipping Policy

At BridgeCom Systems, we are committed to providing you with fast and efficient service. Here's what you can expect when you place an order with us:

- **Shipping Time:** Orders are typically processed and shipped within 24-48 hours, provided all items are in stock and there are no issues with programming or additional information required from you. If any items are backordered or delays are expected, we will notify you promptly.
- **Tracking Information:** Once your order is shipped, you will receive an automatic email with a tracking number using the email address you provided during the checkout process. You can track the progress of your shipment by logging into your Shopify account to view your package status or by pasting the tracking number directly into the shipping carrier's website.
- **Carrier Handling:** Once an order leaves our facility, it is in the care of the shipping carrier. Most packages are delivered within 2-3 days within the lower 48 states. However, we cannot control shipping times; if there is a delay, please contact the shipping carrier directly. For domestic shipments, please allow at least 2 weeks for delivery. For international shipments, please allow at least 1 month.
- **Claims:** If there is an issue with your shipment, such as a delay or loss, please file a claim directly with the shipping carrier. Be aware that claims processing can take an additional 2 weeks or more.
- **Carrier Preference and Insurance:** We recommend using UPS for all your shipments to ensure reliability and efficiency. For high-value items or international shipments, we strongly recommend adding insurance to protect against potential loss or damage during transit.
- **Unusual Circumstances:** Please note that during unusual circumstances such as pandemics or severe weather events, shipping times may be longer than normal. We appreciate your patience and understanding during these times.