

# The Ultimate Ocean

## Shipping, Returns and Exchanges Policy

Thank you for shopping at The Ultimate Ocean – the home of quality, affordable and reliable Office Equipment.

To serve you better, we will begin to process your order immediately you click the Submit Order Button.

### 1. Our Products

- a) Although we have made every effort to display the colors accurately, the images of the Products on our Website are for illustrative purposes only.
- b) We cannot guarantee that your computer's display of the colors accurately reflects the color of the Products, your Products may vary slightly from those images.

### 2. Processing Guidelines

- a) All Products on the Website are subject to availability and payment being received before your order is processed.
- b) We will contact you if the Products you have ordered are out of stock, or if additional identification is needed for credit card verification.

### 3. Shipping, Delivery Dates and Tracking Number

- a) We only ship to addresses located within the United States.
- b) When you place your order, you will get an approximate delivery time based on the availability of your items and order processing time. Depending on the order quantity and your region, shipping charges, suitable shipping options, and delivery date estimates will appear on the order page.
- c) Please note that the delivery dates stated on your order page are approximate and for guidance purposes only. Actual delivery dates may vary.
- d) Once your order is shipped, we will send you a tracking number through email. Please note that it may take up to 12 hours before the tracking number can be updated online.

### 4. Order Processing

- a) We aim to deliver all orders within 1 – 7 working days of your order being processed depending on destination and type of shipping used.
- b) Please note that all orders are processed as soon as they are received and consequently, we are unable to make any changes to the order such as change of address, quantity, type or other aspects of the order.

### 5. Inspection

- a) You are required to inspect the delivered Products once you receive your order and ensure that the Products are in “as expected” condition.
- b) In the event they are not in an “as expected” condition, please [Contact Us](#) as soon as possible, with all necessary information, including photographic proof.

### 6. Returns and Exchanges

#### 6.1 Returns

- a) We accept returns on most Products within 30 days of receipt, for Products that HAVE NOT BEEN OPENED, USED or ALTERED, and with ALL tags and/or stickers attached AND accompanied with original Sale Receipts.
- b) Please note that we do not accept returns on any special orders and/or promotional/final sale Products.

#### 6.2 Exchanges

- a) All exchange notices must be received to our office within 14 days of receiving your order. We will do our best to fulfil your exchange request.
- b) If your desired replacement item is no longer available, we will help you find another item you like or process a store credit refund if the item falls within our return policy.

### **6.3 Returns Procedure**

- a) Please [Contact Us](#) so we may provide you with a Returns Merchandise Authorization (RMA) number and Return Address.
- b) You must take reasonable care of the Product(s) you wish to return/exchange, and they should be returned unopened, unused and in their original condition from the original delivery address. We recommend that you ask the shipping carrier for proof of posting and ensure the return shipment, as you are under a duty to take reasonable care of the goods and will be liable for damage to them until we receive them at our warehouse.
- c) All returns must be received by our office within 30 days of receiving your order. Please choose your shipping method accordingly. You are responsible for all costs incurred in returning the item to us.
- d) For Returns, we will be able to process your refund within 14 days of us receiving the returned Product. Refunds will be issued through the original method of payment and may take 5 – 10 business days to appear in your account. Please note that original shipping charges are non-refundable.
- e) For Exchanges, we will ship to you the desired Product, within 14 days of us receiving the returned Product, as per our Shipping policy.

### **7. Shipping Errors / Damaged Products**

- a) We are committed to selling only high-quality Products. To that end, we employ several quality checks before a Product is shipped.
- b) If you have received a wrong or damaged Product, please [Contact Us](#) within 7 days of receiving the order to be eligible for a free exchange with a new, similar Product.
- c) We will ship to you the desired Product, as per our Shipping policy, within 14 days of you notifying us of the damaged /wrong products including photographic proof and any other additional information requested.

### **8. Events outside our control**

We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations if caused by events outside our reasonable control, including (but not restricted to) fire, flood, severe weather, explosion, war, act of terrorism, industrial dispute, or acts of local or central Government or other competent authorities.

### **9. Entire agreement**

These terms and conditions and other notices elsewhere on our Website contain the whole agreement between us and you relating to the supply of Products.

### **10. Contact Us**

If you have any questions concerning our Shipping, Returns and Exchanges Policy, please feel free to [Contact Us](#).