

## Silverton Consulting Product In-stock Shipping policy

All PDF items are downloadable from our website with the information provided in a separate email. The email will indicate the download URL to use and the PDF OPEN password to use to access your PDF.

All document items are shipped FedEx ground, overnight or priority overnight and shipping fees will be added to the product price at time of purchase.

- **FedEx overnight** only delivers on business days and typically guarantees delivery before 3pm Local Time for most USA urban areas.
- **FedEx priority overnight** delivers on weekends and business days and typically guarantees business day delivery before 12:30PM for most USA urban areas and 3pm for weekend delivery.
- **FedEx ground** only delivers on business days. Please allow 3-5 business days for delivery ground delivery.

All document items in-stock are shipped on the same day if the order is placed before 3:00 PM Mountain Time. In-stock items ordered after 3:00 PM Mountain Time will be shipped on the following business day. A confirmation email is sent once the item leaves our warehouse. This email will not only confirm that the item has left our warehouse, but will also provide the FedEx tracking number for your item along with an estimated delivery date, according to FedEx.

## Silverton Consulting Product Out-of-stock Shipping policy

For all out-of-stock orders you will be contacted via email to inform you that your order is in backorder with an estimate as to when it will be shipped. Most backorder items are shipped within 1-3 business days.