

### Free UPS Ground

All orders over \$300.00 will be shipped FREE via UPS Ground anywhere in the Continental United States.\*

\*Orders under \$300.00 will be shipped using flat rates and will vary depending the amount of the order, certain locations and the delivery method. If more than 1 package is necessary to ship your order, or if part of your order ships directly to you from a location other than 4MAX, an additional charge will be added for the extra packages.

### Discreet Shipping

We are happy to ship your cameras discreetly. If you want discreet shipping, simply call us at (888) 462-9387 and we will ship your items packed in plain brown boxes, with 4M Systems listed as the sender. You should also select this option if you do not wish for us to identify ourselves as 4MAX or as a Video Security Company if we need to contact you.

### Online Tracking

UPS's online tracking makes it easy to locate your shipment once it is in route, and their late pick up means that we can ship your order the same day in most cases if the order is placed before 3:00pm Mountain Standard Time. If we can not ship your entire order the same day or the next day, we will notify you right away by phone or email and let you know the status of any backordered items. If a credit card is used for purchase, then the packages need to be signed for by the cardholder. Please note that we are only able to ship to the billing address of the credit card used, if you need to have your package sent to a different address, please call (888) 462-9387 and we will try our best to accommodate your situation.

### Shipping Hours

Normal shipping days are Monday through Friday, except legal holidays. UPS will make 3 attempts to deliver the package before returning it to us. If a package is returned to us undelivered, you will be responsible for any incurred shipping costs, plus the cost of re-shipping the merchandise.

### Shipping Addresses

We can only ship to authorized addresses listed with the issuing bank of the credit card. To ship to an address other than the billing address, you must call your issuing bank and add the desired shipping location as a temporary or permanent authorized address. Please call the toll free number on the back of your card and ask the operator to help you add an authorized shipping address to your account.

### Questions?

If you have any questions, email us at [sales@4maxvideo.com](mailto:sales@4maxvideo.com) or call (888) 4MAXDVR (462-9387).

