

LEVANTIQ SHIPPING POLICY

Last Updated: **14th March 2026**

This Shipping Policy explains how **LevantiQ LLC** (“LevantiQ”, “Company”, “we”, “our”, or “us”) processes, prepares, dispatches, and delivers Products purchased through <https://levantiq.shop> (the “Website”) or through other sales channels expressly authorized by LevantiQ.

LevantiQ Products may include premium technological devices, precision electronic systems, collector-oriented technological objects, limited-production hardware, and other Products that require controlled handling, quality inspection, and structured logistics procedures. Because of the nature of these Products and the controlled distribution model used by LevantiQ, shipment and delivery are subject to the procedures described in this policy.

This Shipping Policy forms part of the LevantiQ legal and operational framework and should be read together with the **Terms & Conditions**, Privacy Policy, Returns & Refund Policy, Limited Warranty, and Product Safety & Usage Guidelines.

1. DEFINITIONS

For purposes of this Shipping Policy:

“Website” means the website located at <https://levantiq.shop> and any associated digital services operated by LevantiQ.

“User” means any individual accessing, browsing, or interacting with the Website.

“Customer” means any individual or legal entity purchasing, attempting to purchase, reserving, or seeking allocation of a LevantiQ Product.

“Product” means any hardware device, accessory, component, module, system, collector technological object, or related item manufactured, allocated, marketed, or distributed by LevantiQ.

“Order” means any order or accepted Order Request that has been formally confirmed by LevantiQ.

“Carrier” means any logistics provider, courier, postal service, freight operator, or delivery intermediary selected by LevantiQ.

2. ORDER PROCESSING AND PRE-SHIPMENT REVIEW

LevantiQ does not dispatch Products immediately upon the submission of an order request. Products are prepared for shipment only after all relevant internal processing steps have been completed.

Shipment preparation may occur only after the following conditions have been satisfied, as applicable:

- formal acceptance of the relevant Order;
- successful payment authorization or receipt of funds where applicable;
- completion of customer verification procedures where required;
- confirmation of product allocation where the Product is subject to controlled distribution;
- completion of any internal compliance, fraud-prevention, or export review deemed necessary by LevantiQ;
- operational readiness of the Product for dispatch.

LevantiQ reserves the right to delay, split, suspend, or cancel shipment where any of these conditions remain incomplete or where additional review becomes necessary.

Submission of an order, receipt of an automated order acknowledgment, or temporary payment authorization does not by itself create an obligation for LevantiQ to dispatch a Product.

3. FULFILLMENT PROCEDURES

Before dispatch, LevantiQ may conduct internal fulfillment procedures designed to protect product integrity and reduce the risk of transport-related issues.

Such procedures may include, without limitation:

- product quality-control inspection;
- packaging inspection;
- confirmation of accessories and documentation included in the shipment;
- serial number or product identifier recording;
- preparation of shipping labels and customs documentation;
- confirmation of destination data and recipient information;
- final operational checks where relevant to the Product category.

Because some LevantiQ Products may be sensitive, limited-production, or collector-oriented, these steps may require additional time compared with mass-market shipping workflows.

4. SHIPPING METHODS AND CARRIER SELECTION

LevantiQ reserves the right to determine the appropriate shipping method, shipment route, packaging standard, insurance level, and Carrier for each Order.

In selecting the shipment method, LevantiQ may consider factors including:

- Product characteristics and fragility;
- order value;
- destination country or region;
- customs requirements;
- available transport infrastructure;
- service reliability;
- transit security;
- signature and insurance requirements.

LevantiQ may use domestic or international Carriers capable of handling precision electronic equipment or high-value shipments.

The Customer is not entitled to require the use of a specific Carrier or a specific delivery route unless LevantiQ expressly agrees otherwise in writing.

5. PACKAGING AND PROTECTIVE HANDLING

LevantiQ packages Products using methods and materials reasonably selected to protect the Product during transit under expected shipping conditions.

Packaging methods may vary depending on the Product category and may include:

- protective inserts;
- multi-layer packaging;
- sealed accessory compartments;
- anti-scratch or anti-static protection;
- shipping labels indicating handling precautions;
- serialized outer packaging or verification labels.

Customers are encouraged to retain original packaging materials, especially when there is any possibility that the Product may need to be returned for inspection, support, repair, or warranty service.

6. DELIVERY ESTIMATES

Any delivery or dispatch timelines shown on the Website, in checkout flows, in informational communications, or in customer support responses are estimates only unless LevantiQ expressly states otherwise in writing.

Estimated timelines may be affected by numerous factors including:

- production schedules;
- final quality-control timing;
- customer verification timing;
- export or customs documentation requirements;
- Carrier scheduling;
- local logistics limitations;
- destination-country procedures;
- weather conditions;
- public holidays;
- geopolitical developments;
- force majeure events.

LevantiQ does not guarantee exact delivery dates and shall not be liable for delays caused by circumstances outside its reasonable control.

7. RISK TRANSFER AND RECEIPT RESPONSIBILITY

Unless otherwise required by applicable law, the risk of loss, delay, or damage in transit passes according to the shipping arrangement selected by LevantiQ and the governing legal framework applicable to the transaction.

Customers remain responsible for ensuring safe and lawful receipt of shipments at the delivery address provided at checkout. This includes ensuring that:

- the delivery address is accurate and complete;
- the recipient is available where signature receipt is required;
- the destination is suitable for secure handoff of high-value goods;
- any building access requirements, delivery restrictions, or local receipt conditions are satisfied.

Customers should inspect the external condition of the package promptly upon receipt and should report visible damage, tampering, or obvious delivery anomalies without undue delay.

8. SIGNATURE REQUIREMENTS

For security reasons, LevantiQ may require signature confirmation, recipient verification, or controlled handoff procedures for certain shipments, particularly for high-value Products, limited-edition Products, or shipments to destinations presenting elevated delivery risk.

Where signature delivery applies, the Customer is responsible for ensuring that a responsible recipient is available to receive the shipment.

If the intended recipient is not available, delivery may be delayed, reattempted, redirected, or returned according to the Carrier's procedures and the commercial conditions applicable to the Order.

9. SHIPPING INSURANCE

LevantiQ may apply shipping insurance or transport protection to certain shipments depending on shipment value, Product category, destination risk, Carrier type, or internal logistics criteria.

Where shipment protection is applied, Customers may be required to cooperate with any Carrier or insurer investigation in the event of suspected loss, damage, tampering, or non-delivery.

Such cooperation may include the provision of:

- photographs of the package;
- photographs of packaging contents;
- written statements regarding receipt or non-receipt;
- confirmation of delivery circumstances;
- preservation of packaging materials for inspection.

Failure to cooperate reasonably with such procedures may affect LevantiQ's ability to support or escalate a claim to the extent permitted by law.

10. INTERNATIONAL SHIPMENTS

LevantiQ may offer international shipment to selected destinations. International shipment availability is subject to legal, logistical, customs, sanctions, export, and operational considerations.

International shipments may be subject to:

- customs duties;
- import taxes;
- brokerage fees;
- destination-country handling charges;
- customs inspection delays;
- local import restrictions or documentation requirements.

Unless expressly stated otherwise by LevantiQ in writing, such charges are the responsibility of the Customer.

Customers are responsible for ensuring that the relevant Product may lawfully be imported into the destination jurisdiction and that the intended recipient can satisfy any local customs, tax, or import requirements.

LevantiQ reserves the right to refuse shipment to any destination presenting legal, sanctions-related, operational, customs, security, or reputational risk.

11. ADDRESS ACCURACY AND ADDRESS CORRECTION

Customers are responsible for ensuring that all shipping information submitted to LevantiQ is accurate, complete, current, and deliverable.

This includes, without limitation:

- recipient name;
- street address;
- apartment, suite, or unit information;
- postal code;
- country and region details;
- contact phone number where required.

If a shipment must be corrected, redirected, resubmitted, intercepted, or re-routed because of inaccurate information provided by the Customer, additional logistics costs, handling charges, address-correction fees, customs storage costs, or administrative charges may apply where permitted by law.

LevantiQ is not responsible for delivery failure resulting from incomplete or inaccurate address information supplied by the Customer.

12. PARTIAL SHIPMENTS

Where operationally necessary, LevantiQ reserves the right to fulfill an Order in multiple shipments.

Partial shipments may be used where:

- different Products become available at different times;
- a Product and its accessories are fulfilled from different locations;
- compliance or customs requirements affect part of the Order;
- allocation or production timing differs by item.

Where partial shipments are used, LevantiQ may inform the Customer through operational communications, though LevantiQ is not obligated to provide advance notice in every case unless required by applicable law or internal procedures.

13. UNDELIVERABLE, REFUSED, OR RETURNED SHIPMENTS

If a shipment is returned to LevantiQ or becomes undeliverable for reasons including, without limitation:

- inaccurate or incomplete address information;
- recipient refusal;
- repeated failed delivery attempts;
- failure to respond to Carrier requests;
- customs non-cooperation;
- failure to pay import charges where required;
- destination inaccessibility;
- legal or regulatory delivery restrictions,

LevantiQ reserves the right to:

- charge re-shipment costs;
- charge storage, handling, or administrative fees where lawful;
- cancel the Order subject to deduction of non-recoverable costs where permitted by law;
- require updated verification or shipping information before any reshipment.

Where a returned shipment relates to a Restricted Product Series, limited-release Product, or allocation-controlled Product, LevantiQ is not obligated to preserve the original allocation or delivery priority unless it expressly agrees to do so.

14. LOST, DELAYED, OR DAMAGED SHIPMENTS

If a shipment appears to be materially delayed, lost, tampered with, or damaged in transit, the Customer should contact LevantiQ as soon as reasonably possible.

LevantiQ may initiate an investigation with the Carrier or relevant shipment service provider. Customers may be required to provide supporting information including:

- order reference information;
- delivery notifications received;
- photographs of the package and contents;
- written description of the issue;
- confirmation of receipt status.

Resolution options, if any, may depend on Carrier findings, insurance coverage, packaging condition, timing of notice, and applicable law. LevantiQ does not guarantee that every transit issue will result in an automatic refund or replacement absent supporting evidence or confirmed eligibility.

15. DELIVERY INSPECTION UPON RECEIPT

Customers should inspect the package and, where reasonably feasible, the Product itself promptly after delivery.

If the Customer observes:

- visible packaging damage;
- missing items;
- obvious mismatch between the delivered item and the Order;
- signs of tampering;
- immediate transport-related malfunction,

such issues should be reported to LevantiQ without undue delay.

Customers should retain packaging materials and shipping labels where damage, tampering, or shipping discrepancy is suspected, as these may be necessary for investigation, insurance handling, or support review.

Failure to report delivery-related issues within a reasonable timeframe may affect LevantiQ's ability to investigate or escalate the issue to the Carrier, insurer, or logistics partner to the extent permitted by law.

16. SHIPPING RESTRICTIONS

LevantiQ reserves the right to restrict or prohibit shipment to any destination where shipment is not feasible, lawful, operationally practical, commercially appropriate, or consistent with Company policies.

Shipment restrictions may arise from:

- export control requirements;
- sanctions restrictions;
- customs limitations;
- insufficient Carrier coverage;
- destination-country legal restrictions;
- Product-category-specific compliance issues;
- elevated fraud or security risk.

The availability of a destination in a checkout interface does not necessarily guarantee that LevantiQ will ultimately dispatch the Product to that destination if subsequent review identifies a valid restriction.

17. SPLIT-SHIPMENT BILLING AND COST ALLOCATION

Where an Order is fulfilled through multiple shipments, LevantiQ may allocate shipping, insurance, and handling costs across those shipments according to internal logistics procedures. Unless expressly stated otherwise at the time of checkout or in written communication from LevantiQ, Customers acknowledge that split shipments do not necessarily reduce the total shipping cost associated with the Order and may result in separate dispatch events for operational reasons.

Where additional shipment stages become necessary due to production timing, compliance review, allocation sequencing, or logistics constraints, LevantiQ shall not be required to absorb additional operational costs except where mandatory applicable law requires otherwise.

18. CUSTOMS SEIZURE, REGULATORY HOLD, OR CONFISCATION

LevantiQ shall not be responsible for delays, holds, inspections, seizures, confiscations, or regulatory actions taken by customs authorities, border agencies, regulatory bodies, or law-enforcement authorities in the destination jurisdiction.

Where a shipment is delayed, held, or seized by customs or regulatory authorities, LevantiQ may provide reasonable assistance in supplying documentation related to the shipment; however, LevantiQ does not guarantee the release of the shipment and shall not be liable for losses arising from governmental action beyond its control.

Customers remain responsible for ensuring that the Product may lawfully be imported into the destination country and that any import documentation or regulatory obligations are satisfied.

19. DELIVERY ADDRESS TYPE RESTRICTIONS

LevantiQ reserves the right to restrict shipment to certain types of delivery addresses where security, verification, or logistics reliability cannot be reasonably ensured.

Without limitation, LevantiQ may decline or delay shipment to:

- anonymous parcel lockers;
- freight forwarding warehouses;
- third-party reshipment services;
- unidentified commercial receiving agents;
- delivery addresses lacking verifiable recipient identity.

Where such restrictions apply, LevantiQ may request an alternative verified delivery address prior to dispatch.

20. FORCE MAJEURE AND LOGISTICS DISRUPTION

LevantiQ shall not be liable for shipment delay, delivery interruption, dispatch suspension, or logistics-related failure caused by events beyond its reasonable control, including but not limited to:

- natural disasters;
- severe weather;
- transportation disruption;
- warehouse interruption;
- customs or regulatory intervention;
- labor disputes;
- infrastructure outages;
- cyber incidents;
- supply chain disruption;
- public emergencies;
- geopolitical events.

In such circumstances, LevantiQ may suspend, delay, or adjust shipment schedules as reasonably necessary.

18. POLICY UPDATES

LevantiQ reserves the right to amend or update this Shipping Policy from time to time in order to reflect operational, logistical, legal, or commercial changes. The most current version of this policy will be published on the Website and will apply from its stated Effective Date, subject to any mandatory legal limitations.

CONTACT INFORMATION

For questions regarding these Terms, LevantiQ Products, allocation decisions, order procedures, legal matters, or policy interpretation, Users and Customers may contact:

- **LevantiQ LLC:** State of Delaware, United States
- **Official Website:** <https://levantiq.shop>
- **Customer Support:** contact@levantiq.shop
- **Legal Inquiries:** legal@levantiq.shop

LevantiQ reserves the right to request identity verification or supporting information before responding to account-sensitive, transaction-sensitive, or compliance-sensitive inquiries.