



## SHIPPING POLICY FOR ONLINE ORDERS

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### Shipping & Handling

Dexter uses Federal Express (FedEx) to ship all internet orders. The standard method of shipping is FedEx Guaranteed Ground Service and most orders will arrive within 2-5 business days. You can, however, upgrade your FedEx shipping options. Shipping options, charges, and approximate delivery times will be available for selection when entering your shipping information.

Dexter reserves the right to add or revise standard FedEx shipping charges on any online order processed without shipping charges (other than Free Shipping offers) or due to inaccurate shipping locations entered by the customer.

To ensure a safe and quick delivery of your order, we may ship items from the same order in multiple boxes. You will not be charged additional shipping for separate boxes.

**Please Note:** FedEx cannot deliver to Post Office Boxes, American Post Office Boxes, or Foreign Post Office Boxes.

Orders placed before 12:00 p.m. EST Monday-Friday selecting standard overnight delivery service will typically be processed and shipped the same day if parts are available. All other orders will be processed and shipped within 24 business hours, as long as the parts are in stock. Most online orders will be processed and shipped from our Albion, Indiana facility.

### Holiday Shipping

Orders placed around the following holidays may be delayed due to plant shutdowns. Your order will be processed beginning with the next business day after the holiday.

- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas and New Year's Holiday

### Customer Support

If you have any questions regarding your order or return, contact us by email at [csdexter13@dexteraxle.com](mailto:csdexter13@dexteraxle.com) or by phone at (260) 636-5311.