

Shipping Policy

Last Updated: 15-Sept-2025

At U2U, we are committed to delivering your order quickly, safely, and at the best possible rates. Please read our shipping policy carefully to understand how and when your order will arrive.

Order Processing

- Orders are processed within **3 business days** after payment confirmation.
 - Orders placed on weekends or public holidays will be processed on the next business day.
 - You will receive a confirmation email with your order details once processing begins.
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Shipping Rates & Delivery Times

- Shipping charges are calculated at checkout based on weight, destination, and shipping method selected.
- Estimated delivery times:
 - **Standard Shipping:** [4-6 business days]
 - **Express Shipping:** [2-4 business days]
 - **International Shipping:** [-6 business days] (varies by country)

Please note: Delivery times are estimates and may vary due to courier delays, customs, or unforeseen circumstances.

Shipping Locations

- We currently ship to **all the countries**
 - Some remote areas may not be serviceable. You will be notified if your location is outside our delivery network.
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Order Tracking

- Once your order is shipped, you will receive a tracking number via email.
 - You can track your order directly on our website or through the courier's tracking portal.
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Customs, Duties & Taxes (For International Orders)

- Customers are responsible for any customs duties, taxes, or fees imposed by the destination country.

- U2U is not liable for delays caused by customs clearance.
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Delayed or Lost Shipments

- If your shipment is delayed beyond the expected timeframe, please contact us at **contactus@u2usystems.com**.
 - In the event of a lost package, we will work with our courier partners to resolve the issue.
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Incorrect Shipping Information

- Please ensure your shipping address is correct at checkout.
 - U2U is not responsible for orders shipped to incorrect addresses provided by the customer.
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Contact Us

If you have any questions regarding your order or our shipping policy, please contact us at:

 **contactus@u2usystems.com**

 **+65-96506071**