

SWIFTRADE LLC

SHIPPING POLICY

Last Updated: April 12, 2026

This Shipping Policy describes how SwifTrade LLC, a Texas limited liability company (“SwifTrade,” “we,” “us,” or “our”), processes, ships, and delivers orders placed through our business-to-business (“B2B”) e-commerce platform. This Shipping Policy is part of, and incorporated by reference into, our Terms and Conditions of Use. It should be read together with our Returns, Refunds & Claims Policy.

1. Service Area

SwifTrade currently ships to commercial and residential addresses within the fifty (50) United States, the District of Columbia, and Puerto Rico. We do not currently ship to APO/FPO/DPO addresses, U.S. territories other than Puerto Rico, or international destinations. SwifTrade reserves the right to restrict shipping to specific geographic areas, ZIP codes, or address types based on product category, carrier coverage, hazardous-materials regulations, or other operational considerations.

2. Order Processing

- **Processing time** — Orders are typically processed within one to two (1–2) business days after order confirmation and successful payment authorization. Business days are Monday through Friday, excluding U.S. federal holidays observed by our warehouse and carriers.
- **Cutoff times** — Orders placed before 12:00 p.m. Central Time on a business day are typically released to fulfillment the same day. Orders placed after that time, at weekends, or on holidays are released the next business day.
- **Verification holds** — Some orders may require additional processing time for inventory verification, payment review, fraud screening, business-account verification, hazmat handling, or special-order fulfillment. We will notify you by email if your order requires extended processing time.
- **Cancellation cutoff** — Once an order has been released to fulfillment, it cannot be cancelled and must be handled as a return after delivery, subject to our Returns Policy. See Section 8 of the Returns Policy for cancellation procedures.

3. Shipping Origin and Carriers

SwifTrade ships from our warehouse facility in Irving, Texas, and may ship from supplier or third-party fulfillment locations as needed. We use commercial carriers including United Parcel Service (UPS), FedEx, the United States Postal Service (USPS), and freight carriers for larger shipments. SwifTrade selects the carrier and service level based on the destination, package dimensions and weight, hazmat classification, delivery requirements, and shipping option selected at checkout. We reserve the right to change carriers or service levels without notice.

4. Shipping Methods and Estimated Transit Times

The shipping methods available at checkout depend on your shipping address, the contents of your order, and current carrier availability. The following table provides general estimates. Actual transit times may vary due to carrier conditions, weather, holidays, and other factors beyond SwifTrade's control.

Service	Carrier	Typical Transit Time	Best For
Ground (Economy)	UPS Ground Saver / USPS Ground Advantage	3–7 business days	Lightweight items, cost-sensitive orders
Ground (Standard)	UPS Ground / FedEx Ground	1–5 business days	Most standard orders
Expedited	UPS 2nd Day Air / FedEx 2Day	2 business days	Time-sensitive orders
LTL Freight	Various LTL carriers	5–10 business days	Pallets, oversize, heavy orders

Transit times are estimates only and are measured from the date of shipment, not the date of order placement. Add the order processing time (Section 2) to estimate total time to delivery. Transit times do not include weekends, U.S. federal holidays, or any delays caused by carrier conditions, weather, address corrections, or events beyond SwifTrade's reasonable control.

5. Shipping Charges

- **How charges are calculated** — Shipping charges are calculated at checkout based on the destination ZIP code, package dimensions and weight, service level, and any applicable surcharges (including residential delivery, delivery-area surcharges, fuel surcharges, and hazmat fees). The total shipping charge will be displayed before you confirm your order.
- **Free or promotional shipping** — Some products or order totals may qualify for free or discounted shipping. Eligibility, exclusions, and minimum order thresholds are noted at the time of purchase. Free shipping offers typically apply to standard ground service to commercial addresses in the contiguous United States and may exclude oversized, hazmat, or freight items.
- **Carrier surcharges** — Carriers may apply additional surcharges (such as additional handling, oversize, residential delivery, delivery-area, address-correction, or remote-area surcharges) that are not always known until after the package is in transit. Where these surcharges are material, SwifTrade reserves the right to invoice them separately or adjust the order total, with notice to you.

6. Sales Tax and Other Charges

Applicable sales tax will be calculated and added to your order based on the shipping destination. If you are exempt from sales tax (for example, as a reseller), you must submit a valid resale certificate or tax-exemption certificate to SwifTrade before placing your order or, where allowed, at the time of order. Tax-exemption certificates are reviewed for validity; SwifTrade reserves the right to charge sales tax on any order for which a valid certificate is not on file.

7. Title and Risk of Loss

All purchases through the SwifTrade platform are made pursuant to a shipment contract. Title to merchandise and risk of loss pass to you upon SwifTrade's tender of the merchandise to the carrier. From that point forward, merchandise is your property and your responsibility. SwifTrade is not liable for loss, damage, theft, or destruction of merchandise after tender to the carrier, except as expressly provided in our Returns Policy and applicable carrier insurance.

8. Tracking and Delivery Notifications

Once your order ships, SwifTrade will email you a shipment confirmation containing the carrier's name and tracking number. You can use the tracking number on the carrier's website to monitor your shipment. Please note that tracking information may not be visible until the carrier scans the package into its network, which can take up to twenty-four (24) hours after shipment.

9. Partial Shipments, Split Shipments, and Backorders

Orders may be fulfilled in one or more shipments from one or more SwifTrade or supplier locations, at SwifTrade's sole discretion. You may receive multiple shipment confirmations and tracking numbers for a single order. Items shown as in stock at the time of order may become unavailable, in which case those items may be placed on back order, substituted (only with your express consent), or cancelled with a refund or credit. Each partial shipment constitutes a separate and complete delivery for purposes of risk of loss and acceptance. SwifTrade is not liable for damages arising from partial shipments, split shipments, backorders, or cancellation of unfulfillable items. See Section F of our Terms and Conditions for additional details.

10. Delivery

10.1 Delivery Locations and Signature

Most ground and expedited shipments do not require a signature and may be left at the delivery address at the carrier's discretion. Larger or higher-value shipments may require an adult signature. For freight or LTL shipments, the recipient is responsible for being available at the delivery address during the carrier's standard delivery window and for providing any equipment necessary to unload the shipment (such as a loading dock, forklift, or pallet jack). Liftgate service, inside delivery, and limited-access delivery may be available for an additional fee selected at checkout or arranged in advance.

10.2 Inspection at Delivery

You are responsible for inspecting all shipments promptly upon receipt. Any visible damage, missing pallets, missing cartons, or discrepancies between the carrier's manifest and the actual shipment must be noted on the carrier's delivery receipt at the time of delivery, photographed, and reported to SwifTrade as described in our Returns Policy. Failure to do so may result in denial of damage or shortage claims.

10.3 Delivery Address

It is your responsibility to provide a complete, accurate, and current delivery address at the time of order. SwifTrade is not responsible for shipments delivered to incorrect or outdated addresses provided by you. Address-correction fees imposed by the carrier (typically \$20–\$25 per package) will be passed through to you. If a shipment is returned to SwifTrade as undeliverable due to an

address error or refusal to accept, the charges described in Section 9 of our Returns Policy will apply.

10.4 PO Boxes, APO/FPO, and Restricted Addresses

Most carriers used by SwifTrade do not deliver to PO Boxes for parcel service, and we do not currently ship to APO/FPO/DPO addresses or to certain restricted locations (such as remote islands, prisons, or other limited-access addresses). Orders to such addresses may be cancelled and refunded.

11. Lost or Stolen Shipments

If your shipment is marked as delivered by the carrier but you have not received it, please:

- check with neighbors, mailroom, building management, and other authorized recipients at your address.
- review the tracking information for delivery photos or signature evidence.
- contact the carrier directly to file a missing-package inquiry; and
- notify SwifTrade at admin@swiftradellc.com within seven (7) calendar days of the carrier's delivery scan.

SwifTrade will work with the carrier to investigate. Recovery of lost or stolen packages is subject to the carrier's policies and any applicable shipping insurance. Because risk of loss passes to you upon tender to the carrier, SwifTrade is not obligated to issue a refund or replacement for shipments lost or stolen after delivery, but we will use reasonable efforts to assist with carrier claims.

12. Hazardous Materials

Some merchandise sold by SwifTrade is regulated as hazardous materials ("hazmat") for shipping purposes, including (without limitation) batteries, aerosols, flammable liquids, and certain cleaning or chemical products. Hazmat shipments are subject to additional surcharges, packaging requirements, carrier restrictions, and destination limitations. Hazmat shipments cannot be sent via air service or to certain locations and may take longer to process and ship. SwifTrade complies with all applicable U.S. Department of Transportation, IATA, and carrier hazmat regulations.

13. International Shipping

SwifTrade does not currently ship internationally. Orders placed for delivery to addresses outside the fifty (50) United States, the District of Columbia, and Puerto Rico will be cancelled and refunded. If you are an international buyer, you may use a U.S.-based freight forwarder at your own risk and expense; however, you assume full responsibility for export compliance, customs, duties, taxes, and any loss or damage occurring after delivery to the freight forwarder. Manufacturer warranties may be void on merchandise exported outside the United States.

14. Force Majeure and Carrier Delays

SwifTrade is not liable for delays in processing, shipment, or delivery caused by events beyond our reasonable control, including without limitation: severe weather, natural disasters, pandemic, public-health emergency, labor disputes, carrier service disruptions, supply-chain disruptions, governmental action, civil unrest, war, terrorism, cyberattack, fuel shortages, peak-season carrier

capacity constraints, and any other force majeure event. In the event of such delays, SwifTrade will use reasonable efforts to communicate the status of affected shipments.

15. Changes to This Shipping Policy

SwifTrade may update this Shipping Policy from time to time. The Shipping Policy in effect at the time of your order will govern that order. We will post the most current version on our website and update the “Last Updated” date above. Material changes will not apply retroactively to orders already placed.

16. Contact Us

For questions about shipping, tracking, or delivery, please contact:

SwifTrade LLC

Attn: Shipping Department

940 N Belt Line Rd, Suite 135

Irving, Texas 75061

Email: admin@swiftradellc.com

— *END OF SHIPPING POLICY* —