

Shipping Policy

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How and when we ship getwatertech systems and replacement parts within the US, including processing times, costs, delivery estimates, and what to do if a package is delayed or damaged.

Overview

We ship orders from our US-based fulfillment centers, typically the next business day after an order is placed. This page explains where we ship, what it costs, how long delivery takes, and what to do if something goes wrong in transit.

Where we ship

We currently ship within the **United States only** — all 50 states and Puerto Rico. We do not ship internationally at this time.

Shipping costs

- **Subscription orders** — ground shipping is free.
- **One-time orders** — flat-rate ground shipping, calculated and shown at checkout before you pay.
- **Expedited options** (2-day and overnight) are offered at checkout where available, at an additional cost.

Order processing

Orders placed Monday-Friday before 12:00 pm ET typically ship the same business day. Orders placed after the cutoff, or on weekends or federal holidays, ship the next business day. Custom configurations may add 1-2 business days for assembly.

Delivery estimates

Delivery times are estimates, not guarantees, counted in business days from the day your order ships (not the day you order):

1. Contiguous US — 1-7 business days for standard ground; 2-day and overnight available.
2. Alaska, Hawaii, Puerto Rico — typically 5-10 business days; expedited may not be available.

You'll receive a tracking link by email once the carrier scans your package.

Title and risk of loss

Title and risk of loss pass to you when your order is delivered to the carrier. That said, if a package is lost or damaged in transit, we'll help — see the sections below — and we'll handle the carrier claim on our end.

Address accuracy and undeliverable packages

- You are responsible for providing a complete and accurate shipping address. Packages that are returned to us as undeliverable, or refused at delivery, may be subject to a reshipment cost. If you spot an address error, contact us at contact@getwater.tech as soon as possible — we can often correct it before the order ships.

Delays

We can't control carrier delays caused by weather, holidays, or local volume. If your package is more than 3 business days late beyond the carrier's estimate, contact us and we'll open a trace with the carrier and ship a replacement if needed.

Damaged in transit

Please inspect your order on delivery. If it arrives damaged, photograph the box and contents and email contact@getwater.tech within 48 hours of delivery. We'll ship a replacement at no cost to you and handle the carrier claim. See our Returns Policy at getwater.tech/policies/returns and Warranty at getwater.tech/policies/warranty for related details.

Contact

Questions about an order or shipment? Email us at **contact@getwater.tech**.