concord
Your brand at its best

Shipping & Delivery Policy

Modified 11.26

We reserve the right to utilize the shipping carrier and method we deem to be most appropriate for each shipment and you agree to pay the stated Shipping and Handling charges. Such charges may include express freight charges if that was necessary to meet your in hands date.

If you provide us with your own shipping carrier account number, you agree to pay a handling charge. You also agree that we are not responsible for the ultimate shipping costs associated with that shipment.

Title to and risk of loss of product passes to you upon delivery of the ordered items to the carrier. Delivery lead times vary. Please note all delivery by dates are estimates, and are not a guarantee that the product will be delivered on the specified date. We will not be liable for any loss or expenses which you may incur as a result of any delay in the delivery of your order.

For orders shipping outside of the United States, our policy requires that we utilize your corporate shipping account and that we ship by either UPS or FedEx (preferred) or DHL or Purolator (secondary). All customs fees, duties and taxes are the responsibility of the company and/or the ultimate recipient. You acknowledge that international orders, by their very nature, require additional costs and time, and that, from time to time, circumstances may arise that prevent the order from being delivered. You understand that delays or fees assessed by the local country's customs office our out of the control of Concord.

Should an order by abandoned, the return charges will be paid by Concord and then billed to you. This applies to orders even when they are shipped out on your corporate account number. Should you refuse to pay any services, then Concord will pay and will be you accordingly.

You also accept the standard documentation fee of $35.00 per shipment in order to offset the costs associated with preparing the paperwork as well as any follow up communications for documentation.