



Complimentary Shipping

Studios achieving annual sales of lab services greater than \$6,000.00 are eligible to take part in our complimentary ground shipping program.

When selecting the **Ship -Ground service** in ROES, studios will receive complimentary ground shipping to their address on file every other day. This alternating schedule gives us the opportunity to combine multiple orders that are completed within a 48 hour window and ship as a single package. All orders are closely tracked; when a completed order is seen as the only order in production it will ship ASAP after completion, same day whenever possible. To view the specific ship days that are set up as complimentary please login to www.ordertracking.technicare.com. Products larger than 24x36 inches and smaller than 30x40 inches are subject to an additional \$25.00 shipping and handling fee per piece. Products 30x40 inches and larger are subject to a \$50.00 shipping and handling fee per piece.

When orders need to be shipped on an Express Service, then all regular charges for Express Shipping will apply. Express Shipping rates are based on content, size, weight and value. Contact customer service for more details.

Seasonal Daily Shipping is available upon request, please contact customer service to have this service provided. When we ship daily, we will charge the subsidized flat rate on the non scheduled shipping days. (See [Shipping Guide](#) for rates)

Did you know we carry a wide range of professional presentation products, merchandise, and DNP Printers and Media? Products can be ordered by selecting the eStore tab on our website. There will be an additional freight charge applied to your invoice when shipping all merchandise. Cost of freight is calculated based on weight, size, and ship-to location. eStore orders can also be tracked using our Order Tracking System.

We have a fuel surcharge of \$1.25 per shipment.

Please feel free to call us with your questions or suggestions.

