



DELIVERY POLICY

1 DELIVERY AREA

United Porte Logistics (UPL) delivers orders across all **48 contiguous United States**.

Please note: UPL is a private delivery service and handles only United Porte orders.

2 DELIVERY TYPE — CURBSIDE DELIVERY

All deliveries are made as curbside delivery. This means:

- Your order will be delivered to the **front of your home or building**
- Our driver will not bring items inside (unless inside delivery or delivery to your apartment has been paid for as an additional service).
- You (or an authorized person) must be present to receive the delivery

Please ensure that:

- The delivery location is accessible
- Any required gate codes or entry instructions are provided in advance

3 DELIVERY PROCESS

Your order will go through the following stages:

- **Order Confirmed** — your order has been received
- **Production** — your order is being prepared
- **Warehouse** — your order is ready to load on the route
- **Delivery** — your order is on the way to you
- **Completed** — your order has been delivered

You will receive **email and text message notifications** with updates at each stage, including your **estimated delivery window**.

4 DELIVERY WINDOW

On the day of delivery, you will be provided with a time window (e.g., 10:00 AM – 2:00 PM, 2:00 PM - 10:00 PM).

Please make sure someone is available during this time to receive the order.

5 INSPECTION WINDOW

After delivery, you have:

- 48 hours to check orders

During this time, please carefully check your items for:

- Damage
- Missing parts
- Incorrect items

6 WHAT TO DO UPON DELIVERY

When your order arrives:

- Inspect all packages and items immediately
- Check for visible damage or defects
- Confirm all items are included and correct

If you notice any issues:

- Take clear photos right away
- Report the issue within your inspection window

7 REPORTING AN ISSUE

If there is a problem with your order, please use the “Report an Issue” option on your tracking page.

You can report:

- **Damaged Item** — items arrived damaged or defective
- **Missing Parts** — items or components are missing
- **Wrong Item** — you received an incorrect product

Please note:

- Photos are required for all claims
- You can upload up to 5 images
- Items must be packed for return

Our team will review your request and respond within 1 business day.

8 DELIVERY INSTRUCTIONS

Before your order arrives, you can provide delivery instructions through your tracking page, such as:

- Gate or access codes
- Special instructions (e.g., “Call 15 minutes before arrival”)



9 MISSED DELIVERY

Since curbside delivery requires someone to be present:

- If no one is available, delivery may be delayed or rescheduled
- Additional delays may occur depending on availability

10 DELAYS

In the event of a delay, you will be notified via email or text message with:

- Updated delivery date
- Additional details (when available)

11 CONTACT & SUPPORT

If you need assistance, our support team is here to help.

You can reach us via:

- Live Chat on our website
- Phone
- Email

You can also use the “Contact Support” option on your tracking page for quick assistance.