

Shipping Policy

Effective Date: May 7, 2026

Company: Stealth Creative LLC

Brand: InnerLok

Website: www.innerlok.com

Contact Email: support@innerlok.com

Business Location: Houston, Texas

This Shipping Policy applies to eligible purchases of InnerLok products made directly from Stealth Creative LLC, doing business as InnerLok, through www.innerlok.com or another authorized InnerLok sales channel.

By placing an order, you agree to this Shipping Policy.

1. Order Processing

Orders are processed during normal business days, excluding weekends, holidays, carrier closures, and periods of unusual order volume.

Processing times may vary depending on product availability, order volume, payment verification, fraud review, packaging requirements, and fulfillment schedules.

An order confirmation does not mean the order has shipped. You will receive shipping or tracking information when the order has been prepared for shipment, if tracking is available.

2. Shipping Methods

InnerLok may offer shipping through common carriers such as USPS, UPS, FedEx, DHL, regional carriers, freight carriers, or other shipping providers.

Available shipping methods, estimated delivery times, and shipping costs may be shown at checkout when applicable.

Shipping methods and carriers may vary depending on product size, weight, destination, availability, and carrier service coverage.

3. Shipping Costs

Shipping costs may be calculated at checkout based on the shipping method, destination, package size, package weight, carrier rates, or promotional shipping terms.

Shipping charges, if applicable, are the responsibility of the customer unless otherwise stated in writing by InnerLok.

Original shipping charges may be non-refundable unless required by law or unless the return is caused by an InnerLok error.

4. Estimated Delivery Times

Delivery dates and transit times are estimates only and are not guaranteed.

InnerLok is not responsible for delays caused by shipping carriers, weather, natural disasters, supply chain issues, incorrect addresses, carrier disruptions, high-volume shipping periods, customs processing, force majeure events, or circumstances outside our reasonable control.

5. Shipping Confirmation and Tracking

When available, tracking information will be sent to the email address or contact information provided at checkout.

Tracking updates are provided by the shipping carrier. InnerLok does not control carrier scan timing, carrier tracking systems, or delivery status updates once a package is in carrier possession.

6. Customer Shipping Information

You are responsible for providing a complete, accurate, and deliverable shipping address at the time of purchase.

InnerLok is not responsible for delayed, lost, returned, or misdelivered packages caused by incorrect, incomplete, outdated, or undeliverable shipping information provided by the customer.

Additional shipping charges may apply if an order must be reshipped because of customer-provided address errors.

7. Address Changes

If you need to request an address change, contact InnerLok as soon as possible at support@innerlok.com.

We cannot guarantee that address changes can be made after an order has been processed, packed, shipped, or transferred to a carrier.

Once a package is in carrier possession, address changes may be limited by the carrier's policies and may result in additional fees or delays.

8. Risk of Loss

Risk of loss may transfer to the customer once the product is delivered to the shipping carrier, unless otherwise required by law or stated in writing by InnerLok.

InnerLok will make reasonable efforts to assist with carrier-related issues, but we are not responsible for packages that are lost, stolen, delayed, misdelivered, or damaged after delivery confirmation where the issue is outside our control.

9. Lost, Stolen, or Missing Packages

If tracking shows that a package was delivered but you did not receive it, you should first check the delivery location, mailbox, parcel locker, front desk, neighbors, building office, household members, or other common delivery areas.

You should also contact the shipping carrier directly to report the issue and request delivery confirmation or claim support.

InnerLok may assist where reasonably possible, but replacement or refund decisions are made at InnerLok's discretion and may depend on carrier findings, proof of non-delivery, insurance coverage, delivery confirmation, and applicable law.

10. Damaged Shipments

If your order arrives damaged, contact InnerLok promptly at support@innerlok.com.

You may be required to provide:

- Order number
- Photos of the product
- Photos of the shipping box
- Photos of interior packaging
- Description of the damage
- Carrier tracking information

- Proof of purchase

Do not discard the product, packaging, labels, or shipping materials until the issue has been reviewed. These items may be needed for carrier claims, inspection, replacement, or refund review.

11. Missing or Incorrect Items

If your shipment is missing items or contains an incorrect product, contact InnerLok promptly at support@innerlok.com.

You may be required to provide:

- Order number
- Photos of the items received
- Photos of the packaging
- Description of the missing or incorrect item
- Proof of purchase
- Carrier tracking information

Failure to report missing or incorrect items within a reasonable time may limit our ability to assist.

12. Refused, Returned, or Undeliverable Shipments

If an order is refused, returned to sender, or marked undeliverable because of incorrect shipping information, failure to accept delivery, carrier restrictions, unpaid duties, or customer inaction, InnerLok may deduct shipping costs, return shipping charges, carrier fees, handling costs, and restocking costs from any eligible refund where permitted by law.

If the customer requests reshipment, additional shipping charges may apply.

13. International Shipping

InnerLok may or may not offer international shipping depending on product availability, carrier coverage, compliance requirements, and destination restrictions.

For international orders, customers are responsible for any applicable customs duties, taxes, import fees, brokerage fees, tariffs, inspections, or government charges.

InnerLok is not responsible for delays caused by customs, border processing, import restrictions, local delivery carriers, or destination-country requirements.

14. Shipping Restrictions

InnerLok reserves the right to refuse or cancel orders that cannot be shipped due to carrier limitations, destination restrictions, suspected fraud, legal restrictions, compliance concerns, address issues, or product availability.

Some products may not be available for shipment to certain locations.

15. Delivery Inspection

You should inspect your shipment promptly upon delivery.

If there is visible damage, missing items, incorrect items, or suspected tampering, contact InnerLok promptly before using the product.

Use of a damaged, incomplete, or incorrect product may affect return, exchange, warranty, or claim review.

16. Dealer, Store, Marketplace, and Third-Party Purchases

This Shipping Policy applies only to purchases made directly from InnerLok.

If you purchased an InnerLok product from a retail store, dealer, distributor, marketplace, or third-party seller, shipping questions, delivery issues, returns, refunds, and exchanges should be handled through the original seller unless the issue qualifies for warranty support directly from InnerLok.

17. Force Majeure

InnerLok is not responsible for shipping delays, fulfillment delays, delivery failures, carrier interruptions, or non-performance caused by events outside our reasonable control, including severe weather, natural disasters, labor disruptions, carrier disruptions, supply chain issues, acts of government, war, terrorism, cyber incidents, pandemics, power outages, equipment failures, or other force majeure events.

18. Changes to This Policy

InnerLok may update this Shipping Policy from time to time. The updated version will be posted on our website with a revised effective date.

The Shipping Policy in effect at the time of purchase generally applies to that purchase unless otherwise required by law.

19. Governing Law

This Shipping Policy shall be governed by and interpreted under the laws of the State of Texas, without regard to conflict of law principles.

20. Contact Us

For shipping questions, tracking issues, damaged shipments, missing items, or delivery support, contact:

Stealth Creative LLC

InnerLok

Houston, Texas

Email: support@innerlok.com

Website: www.innerlok.com

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