When will my order ship?

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Most orders typically leave our warehouse in 3 to 5 business days after you place your order <u>if all items are in stock</u>. This processing time <u>does not include shipping transit times</u>.

For more details on transit times, see this article.

Our 3 to 5 day processing time does NOT include:

- The day you place your order with Univair
- · Saturdays and Sundays
- Any day that Univair is closed for business due to a holiday, inclement weather, etc.
- Lead times for back-ordered, out-of-stock, build-to-order and special order items (see table below)
- · Shipping transit times

Some things to remember:

- Order processing time is IN ADDITION TO the shipping speed you select at checkout. Customers who choose an expedited shipping method (Next Day, 2-Day or 3-Day delivery) will be prioritized over orders using Standard shipping, however this does not guarantee that your order will leave our warehouse any faster.
- For expedited delivery services, please note that FedEx and UPS only count "business days" (Monday through Friday) in their transit times. For example, if an order ships via 3-Day delivery on a Thursday and is delivered on the following Tuesday (5 days later), they consider it "on time" since Saturday and Sunday are not counted.
- Depending on the volume of orders we receive, orders placed late in the week may not be processed until the following week.
- Orders placed outside our normal operating hours (nights, weekends, holidays, etc.) will start processing on the next business day we are open.
- "Business Days" defined: Univair processes orders Monday through Friday, from 7:30 am to 4:30 pm. We do not process orders overnight, on weekends, or U.S. federal holidays (New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day). If a federal holiday falls on a weekend, Univair will be closed either the Friday before or the Monday after.

These conditions will increase processing time:

| Condition | Notes | Lead Time* |
|----------------------|--|-----------------------------|
| Build-To-Order Parts | Non-stock items that are built as needed, such as airframes and wing kits. | Additional 8 weeks minimum* |
| Special Order Items | Non-stock items that are ordered from our suppliers as needed. | Additional 2 to 4 weeks* |

| Out-of-Stock and Backorder Items | Parts manufactured in-house at Univair | Additional 4 to 6 weeks* |
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| | Parts ordered from our suppliers | Additional 2 to 4 weeks* |
| Wood Crates used for shipping by Motor or Air Freight | For U.S. Orders | Additional 1 to 2 business days* |
| | For International Orders | Additional 7 to 10 business days* |
| 8130-3 Documentation | Export documentation for international customers. | Additional 1 to 2 business days* |

^{*}These times are estimates only and are not guaranteed. Lead times may be shorter or longer depending on the order.