

Information Specific to International Customers

Last Modified on 09/17/2024 9:42 am MDT

The following information is pertinent to Univair customers whose shipping address is outside of the United States.

Quick Links:

- [Payment](#)
- [Shipping Information](#)
- [Additional Shipping Costs and Export Fees](#)
- [Export Documents \(8130-3\)](#)
- [Exporting Hazardous Materials](#)

Payment

- Payment must be made in U.S. dollars at the time your order is placed. We accept Mastercard, Visa, Discover, and American Express credit and debit cards, PayPal, checks, wire transfers, and money orders. More detailed information can be found in the [Accepted Payment Methods](#) article.
- Net 30 Accounts will be invoiced per the terms of your account.

Shipping Information

- **F.O.B. Origin:** All orders are shipped Free On Board Origin, which means product ownership and risk of loss passes to you as soon as it leaves our factory in Aurora, Colorado, USA. If an order is lost or damaged during transit, a claim must be filed with the delivery carrier. Depending on the carrier used, Univair may be able to handle the claims process for you. For more information, please read the [Lost, Stolen or Damaged Shipments](#) article for more details.
- **Brokers:** We will ship to your broker if you provide such information at the time your order is placed. Please let us know when placing your order whether or not you need 8130-3 export documentation.
- **Shipping Methods:** At this time Univair does not offer expedited delivery services (3-Day, 2-Day, and Next Day) to customers outside the United States. The only options available are *Standard* and *Freight* shipping, which do not come with transit time guarantees. Univair will not refund or reduce your shipping costs if the carrier fails to deliver your order in a timely manner.
- **Customs Delays:** Delays in customs are the responsibility of the customer. Univair will not refund or reduce your shipping costs due to delays caused by any country's Customs agency.
- **RUSH/AOG Orders:** At this time, Univair does not offer Rush or AOG delivery options for customers outside the United States.

Additional Shipping Costs and Export Fees

- **Packing Charges:** No charge is made for packing Parcel Post, air shipments, and most truck shipments. Crating charges will be assessed on ocean freight shipments and large items requiring a wood crate for shipping.

- **Wood Crate Charges for European Union Countries:** Customers who reside in EU member countries will be charged an additional crating expense on orders requiring wooden crates. EU regulations require specially treated wood to prevent the infestation of the pinewood nematode. Prices will be determined by size and the cost from our supplier. These orders may require an additional 7 to 10 working days to obtain these crates from our supplier.
- **Duties, Tariffs, Taxes, Etc.:** Univair does not collect or remit Customs Duties, import tariffs, sales/VAT taxes, etc. when shipping to other countries. These costs are the sole responsibility of the customer.

Export Documents (8130-3)

- By default, Univair will include export documents on all orders billed to an address outside the United States, unless you specifically request us not to include it.
- Univair will add a 3% export documentation fee (minimum of \$3.00) to your order total. An additional \$0.75 per item will be assessed for some countries due to extra documentation required by the country's aviation authority.
- **Univair cannot send the 8130-3 documents separate from the order.** If you cancel the 8130-3 paperwork when placing your order, Univair cannot send it separately after the order has shipped if you later change your mind. The parts will have to be returned to Univair (at your expense), at which time Univair will then re-inspect the products, issue the 8130-3 paperwork, and then reship the order (also at your expense).

Exporting Hazardous Materials

- Due to the prohibitive cost of packing, shipping, and export documentation, Univair does not ship HAZMAT items internationally. See the [Restrictions on Shipping Hazmat Items](#) article for more details.
-