

## Standard Lead Times Chart --Covid Related Delays in **RED**--

XtremeSet100™, Soft-Skid, Applicator-Bottles, Tools/Tool Kits & DeltaDye® Samples	2-3 business days from order Δ* <b>Add 2 days for bottles</b>
DeltaDye®, HD357Etch, HellFire® Slab Lacquer™, MMA/EXT Sealers, FiveTon®	3-4 business days from order Δ
HD & SD Epoxy, Primers, SEC Sealer, Densifiers, AquaDike®, Cooler/Freezer/Asphalt Patch Metallic Epoxy Kits, HD/SD Epoxy Kits	5-6 business days from order Δ <b>Add 4-5 days</b>
Nohr-S® Polyurea, Nohr-S® Polyurea Pigmented and Clear Kits	5-6 business days from order Δ <b>Add 2-3 days</b>
Custom Flakes Blends, Bulk Flakes, Aggregates, Nohr-S® Full Flake Kits, etc...	6-7 business days from order Δ <b>Add 2-3 days</b>

Δ (arrived at ship-to address) \*Fast-Ship Products

### Frequently Asked Questions

- When does the order process actually start?
  - Orders are processed on non-holiday weekdays. Fast-Ship products are shipped the next day as standard. Standard ship items are shipped two business days from order.
- Can I have a product expedited via Next Day Air or 2<sup>nd</sup> Day Air?
  - In most cases, this cannot happen. Many of our products are considered hazardous or corrosive and therefore cannot be placed on an air-plane.
- I live near your location; can I pick up at your warehouse?
  - No, we have no store-front. We also ship private-label products and cannot have visitors to our location due to non-disclosure agreements.
- I received part of my order, when will I receive the balance?
  - Garage Kits have multiple items shipping from different locations.
  - Ground carriers have been known to split shipments over several days.
  - If delayed longer than 7 days, please contact us.
- Why can't these products process faster?
  - Every order is hand-packed and double checked for accuracy.
  - Some wet-products are literally filled for your order.
- How will my items ship?
  - Most product ship UPS or FEDEX Ground.
  - HDGrip-Soft-Skid ships USPS Priority. DeltaDye® samples ship Fedex 2<sup>nd</sup> day
  - Large orders may arrive via an LTL carrier (palletized).

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**HellFire® Coating • Nohr-S® Polyurea • DeltaDye® Concrete Stain • FiveTon® Epoxy Patch**