

TRUE ANGLE

Enjoy the life you're living

True Angle Medical Technologies Inc.

Order Processing and Shipping Policy

Shipping location

At this time, we can only sell to customers in the United States. If you are located outside of the USA, please sign up with us at <https://www.trueanglemedical.com/connect/> to receive product and company updates, including any expansion to countries outside of the USA.

Processing your order

At True Angle, we understand the importance of starting your exercises right away. We aim to have your order processed within 2 business days. Orders received after 1PM (Mountain Time) will be processed on the following business day. We work hard to ensure your order is processed as quickly and accurately as possible, but delays do occasionally happen. In the unlikely event that your takes an extended period to process, we will make sure to stay in touch with you.

You should expect to receive an email notification when your order has been processed and transferred to the shipping carrier.

Processing time does not include shipping time.

Shipping

True Angle ships all its products **free of charge** to customers in the USA – we cover all the charges, so you do not have to worry about shipping when purchasing from us. We use FedEx ground for all orders over \$99⁹⁹ and USPS (we are in located in Canada, and our products ship from the Great White North so they start their journey to you with Canada Post) for all orders under \$99⁹⁹.

Orders shipped via FedEx Ground: These orders typically arrive in 5 business days (not including processing time) – FedEx posted shipping speed is 2 – 7 business days*. Orders shipped with FedEx can be tracked using the tracking number provided in your shipment notification email. Tracking information may take up to 48 hours to become available.

Orders shipped via USPS: These orders typically arrive in 5 – 8 business days (not including processing time); this is an estimate based on Canada Posts posted shipping speed*. Orders shipped with USPS/Canada Post do not include tracking details.

True Angle does not currently offer customers the choice of any other carriers or of expediting the shipping speed.

**Shipping speed is not guaranteed. True Angle is not responsible for carrier delays.*