

Shipping Policy

Last Updated: September 28, 2026

Kovalent Products USA is committed to processing and shipping orders as efficiently as possible. This Shipping Policy explains how orders are processed and delivered.

1. Order Processing

Orders are normally processed and shipped within **1–2 business days** after payment has been successfully received.

Orders placed on weekends or holidays will generally begin processing on the next business day.

Processing times may occasionally be longer during holidays, promotions, product launches, or periods of unusually high order volume.

2. Shipping Methods

Available shipping methods and estimated delivery times will be displayed at checkout.

Shipping costs are calculated based on the shipping method, destination, package size, weight, and other applicable factors.

Estimated delivery dates provided at checkout are estimates and are not guaranteed unless specifically stated otherwise.

3. Shipping Address

Customers are responsible for providing a complete and accurate shipping address when placing an order.

Kovalent is not responsible for delays, additional shipping charges, returned packages, or delivery failures resulting from an incorrect or incomplete address provided by the customer.

If you realize that you entered an incorrect shipping address, please contact us as soon as possible. We will make reasonable efforts to assist, but we cannot guarantee that an address can be changed after an order has been processed or shipped.

4. Lost, Stolen, or Delayed Packages

Once an order has been delivered to the shipping address provided at checkout, Kovalent is not responsible for packages that are subsequently lost or stolen.

If tracking indicates that your package was delivered but you cannot locate it, please check with household members, neighbors, building management, or the carrier before contacting us.

If a package appears to be lost or significantly delayed while in transit, please contact us. We will work with the applicable carrier when appropriate.

5. Damaged Shipments

Please inspect your shipment promptly after delivery.

If your order arrives damaged, please contact us as soon as possible and provide:

- Your order number
- Photographs of the shipping box
- Photographs of the damaged product
- Photographs of any visible shipping damage

Do not discard damaged packaging until the matter has been resolved, as the carrier may require it for an investigation or claim.

6. International Shipping

International shipping availability may vary.

Customers are responsible for any customs duties, import taxes, brokerage fees, or other charges imposed by the destination country unless otherwise stated at checkout.

Kovalent is not responsible for delays caused by customs or other government agencies.

7. Shipping Restrictions

Certain products may be subject to shipping restrictions based on their composition, destination, carrier requirements, or applicable laws.

Kovalent reserves the right to cancel or modify an order when shipping a product to a particular destination is not permitted or reasonably practical.

8. Contact Us

If you have questions about an order or shipment, please contact:

Kovalent Coatings USA

Email: ray@kovalentcoatings.com