



Shipping Policy — ExTempora Technologies

Effective date: September 19, 2025

1. Scope

ExTempora Technologies is a software and services company. We do **not** ship physical products. This Shipping Policy explains how we deliver digital products, licenses, and documentation.

2. Digital delivery

- All products, software licenses, license keys, account credentials, downloadable assets, invoices and documentation are delivered electronically (email, in-app, or via secure download links).
- Delivery is immediate upon successful payment (or account activation for free tiers) unless otherwise stated on your order confirmation.

3. No physical shipping

- We do not provide packing, postage, courier delivery, tracking numbers, or physical media (CDs, printed manuals, USB drives) as part of our standard offerings.
- If you require a physical copy or printed materials, contact sales; we may be able to arrange fulfillment through a third party at your cost and subject to separate terms.

4. Invoices & billing documents

- Official receipts and invoices are provided electronically. If you need alternative invoice formats or mailed hard copies, request them via support; additional fees may apply.



5. Taxes & duties

- Applicable taxes (VAT/GST/sales tax) are calculated and charged at checkout per your billing address and local laws. For any physical fulfillment we arrange, local duties and import taxes (if any) are the customer's responsibility.

6. Returns & refunds

- Because delivery is electronic, returns of "shipped" items do not apply. Refunds for digital products or subscriptions are governed by our Refund Policy and Terms & Conditions. Contact support to request assistance.

7. Third-party fulfillment

- If we engage a third party to provide physical fulfillment on your behalf, that fulfillment is subject to the third party's policies; ExTempora will make reasonable efforts to select reputable providers but is not responsible for third-party shipping delays or loss once items leave the provider's control.

8. Contact & exceptions

- Questions or requests related to physical delivery or special fulfillment: info@xtempora.org
- Any exceptions to this policy require written approval from ExTempora.

9. Changes

- We may update this policy; material changes will be posted with a new effective date. Continued use of our Services after changes constitutes acceptance.

