

Fulfillment and Shipping Policy for TUIO

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Effective Date: January 1, 2025

Digital Services (SaaS & AI): Access provided immediately upon payment and account activation.

Service-Based Solutions: Scheduled by agreement and confirmed by email. Site access requirements will be communicated.

Physical Goods: - Orders processed within 3–5 business days. - Standard shipping timelines: US/Canada 5–10 business days; EU 7–14 days; Global 10–20 days. - Carriers: General carriers such as UPS/FedEx/local services. - Fulfillment from central warehouse and partner suppliers. - Risk of loss passes on delivery. - International customers responsible for customs/duties. - Report damaged/lost items within 7 days of delivery.

Contact Us: Hello@byTU.IO