

Once a customer order is finalized, the HighPoint store will immediately submit a fulfillment request to our warehouse, and initiate the shipping process. The secure merchant system employed by our Estore will bill us for these services, and these fees are irreversible. We realize that orders and shipping methods will need to be adjusted from time to time. However, we are unable to enact these changes free of charge once an order has been confirmed by a customer.

- Orders cancelled **before** physical shipment from our facilities will be charged a 5% cancellation fee before credit can be issued to your account.
- Orders cancelled **after** shipment will be treated as a Return. Please review our RMA policies [here](#).
- If the **order is refused at the time of delivery**, you will be responsible for the fees outlined above, in addition to a restocking fee, and any fee's applied to the return shipment by the carrier.

We urge customers review their orders before final submission. If you have any questions or concerns about the product or purchasing, ordering and shipping processes, don't hesitate to [Contact Us](#) directly.