

FarmerMind AI — Shipping Policy

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1. Overview

This Shipping Policy (“**Policy**”) describes how **FarmerMind AI LLC** (“**FarmerMind**,” “**we**,” “**us**,” or “**our**”) processes, packs, and ships the FarmerMind AI Cube and related hardware (the “**Device**”) from our facility in **San Antonio, Texas, U.S.A.**

This Policy is incorporated by reference into the FarmerMind **Terms of Use**. The **Warranty Policy** and **Refund and Returns Policy** separately govern shipping costs for warranty claims and returns.

2. Destinations and Restrictions

FarmerMind ships to most countries worldwide. We do **not** ship to, and orders are blocked at checkout from, any country or region subject to comprehensive U.S. economic sanctions, including, as of the Effective Date:

- **Cuba, Iran, North Korea, Syria;** and
- The **Crimea, Donetsk, Luhansk, Kherson, and Zaporizhzhia regions.**

FarmerMind also screens recipients against the U.S. Treasury Department’s **Specially Designated Nationals and Blocked Persons List** (OFAC SDN), the **Denied Persons List**, and the **Entity List**. Orders that cannot lawfully be shipped will be canceled and refunded in full consistent with the Refund and Returns Policy.

FarmerMind may decline shipment to any address for reasons including suspected fraud, payment verification failure, address validation failure, or carrier unavailability.

3. Order Processing

Orders are typically processed within **one (1) to three (3) business days** after payment is received and payment/sanctions screening is completed. Business days exclude Saturdays, Sundays, and U.S. federal holidays.

You will receive an order-confirmation email at purchase and a shipping-confirmation email with a tracking number when your order leaves our facility. Please allow up to **twenty-four (24) hours** after dispatch for carrier tracking information to update.

Bulk orders (Pilot 5-Pack, Village 10-Pack, District 50-Pack, and similar) may require additional processing time. FarmerMind will provide an estimated dispatch window at the time

of order confirmation.

4. Carriers

FarmerMind ships via the following carriers, selected based on destination, weight, and service level:

- **USPS** (domestic U.S. and certain international destinations);
- **UPS** (domestic U.S. and international);
- **FedEx** (domestic U.S. and international); and
- **DHL** (international, including African destinations).

Carrier selection is at FarmerMind's discretion. For premium carrier selection or service levels, contact us at info@farmermind.ai before placing your order.

5. Transit Times

The transit estimates below are in addition to the order-processing time in Section 3. Actual transit times depend on the carrier, service level, customs clearance, destination infrastructure, and factors outside FarmerMind's control. **Transit times are estimates, not guarantees.**

5.1 United States

- **Contiguous 48 states:** 2–7 business days;
- **Alaska, Hawaii, Puerto Rico, and U.S. territories:** 5–10 business days.

5.2 Canada and Mexico

- 5–10 business days, plus customs clearance time.

5.3 Europe, United Kingdom, and Switzerland

- 7–14 business days, plus customs clearance time.

5.4 Africa

- **Ghana, Nigeria, Kenya, South Africa, and similar markets:** 10–21 business days, plus customs clearance time, which can vary significantly by port of entry.
- **Rural and remote delivery addresses:** additional transit time may apply.

5.5 Asia-Pacific, Middle East, Latin America, and Other Regions

- 10–21 business days, plus customs clearance time.

6. Shipping Charges

Shipping charges are calculated at checkout based on destination, service level, weight, and dimensions, and are displayed before you confirm your order. All shipping charges are in the currency indicated at checkout and are exclusive of any duties, taxes, or customs fees that may apply at delivery.

FarmerMind may offer promotional or flat-rate shipping for specific products, regions, or campaigns. Those offers apply only as stated at the time of purchase.

7. Duties, Taxes, and Customs (International Orders)

International shipments may be subject to **import duties, value-added tax (VAT), customs fees, and other charges** imposed by the destination country. Unless a carrier-specific **Delivered Duty Paid (DDP)** option is selected at checkout, the buyer is the **Importer of Record** and is responsible for:

- Paying all applicable import duties, taxes, and customs fees on arrival or before release;
- Responding to carrier or customs-agency requests for identification, tax identifiers, or import authorizations;
- Any storage, demurrage, or re-delivery charges resulting from customs delays or missed collection.

FarmerMind does not mark shipments as “gifts” and does not under-declare value to reduce duties. Declared values match the purchase price paid.

8. Delivery, Risk of Loss, and Signature

Risk of loss and title for a Device transfers to the buyer when the carrier delivers the package to the shipping address on the order, or to the buyer’s designated carrier or freight forwarder, whichever occurs first.

Depending on carrier, destination, and order value, delivery may require a **signature** or the use of a carrier-provided secure-delivery option. If no one is available to accept a shipment, the carrier may leave a notice, attempt re-delivery, hold the package at a local facility, or return it to FarmerMind. Any re-delivery or forwarding charges are the responsibility of the buyer.

9. Address Accuracy and Refused Shipments

It is your responsibility to provide a complete and accurate shipping address, including any apartment, suite, house, landmark, postal code, or contact phone number required by the destination carrier or customs authority. FarmerMind is not responsible for delays, misdelivery, or loss caused by incomplete, inaccurate, or undeliverable addresses.

If a shipment is:

- **Returned to FarmerMind** as undeliverable, refused at delivery, or unclaimed after the carrier's retention period; or
- **Rerouted** at the buyer's request after dispatch,

FarmerMind may, at its option, (a) offer to re-ship to a corrected address at the buyer's expense, or (b) refund the purchase price less outbound shipping charges and any carrier return fees. Refused or unclaimed international shipments are handled on a case-by-case basis due to variable return-shipping costs from the destination country.

10. Lost or Damaged Shipments

If a shipment is **lost in transit** (as reflected by the carrier's tracking), contact us at info@farmermind.ai as soon as possible and no later than:

- **Thirty (30) calendar days** after the estimated delivery date for domestic U.S. shipments; or
- **Sixty (60) calendar days** after the estimated delivery date for international shipments.

We will open a trace with the carrier and, once the shipment is confirmed lost, offer you a replacement shipment or a full refund.

If a shipment arrives **visibly damaged**, do not refuse the package. Accept the delivery, photograph the outer packaging and the Device, and contact us within **seven (7) calendar days**. See Section 5 of the Refund and Returns Policy for the replacement or refund process.

11. Shipped-Without-Battery Compliance

The Device **ships without an internal battery**, which reduces hazardous-materials shipping restrictions and simplifies international transport. The in-box 45W USB-C power adapter is the required power source for operation.

12. Packaging and Product Identification

Genuine Devices ship in FarmerMind packaging that includes:

- The FarmerMind AI Cube;
- The 45W USB-C power adapter;
- The Micro HDMI to HDMI cable;
- The Quick Start Guide;
- The End User License Agreement and Welcome Letter;
- A product sticker bearing, at minimum, product identifier **FMIA-001**, a Patent Pending notice, the FCC ID, and an “Assembled in USA” mark.

Shipments without these markings, or shipments that show evidence of tampered or replaced markings, may not be genuine. See the **Device Security Policy** for how to report a suspected counterfeit product.

13. Shipping During Warranty and Returns

Shipping cost allocation for warranty service is described in Section 6 of the **Warranty Policy**. Shipping cost allocation for buyer-initiated returns, order-error returns, and arrival-damage returns is described in the **Refund and Returns Policy**.

14. Force Majeure and Carrier Delays

FarmerMind is not responsible for delays or failures caused by events beyond our reasonable control, including natural disasters, severe weather, strikes, carrier failures, customs holds, public-health emergencies, sanctions actions, or disruptions to third-party networks, ports, or supply chains. In those cases, we will make reasonable efforts to communicate updates and, where appropriate, to re-dispatch, re-route, or refund the affected order.

15. Policy Updates

FarmerMind may update this Policy from time to time. Material changes will be notified consistent with Section 19 of the Terms of Use. The “Last Updated” date at the top of this Policy indicates when it was most recently revised.

16. How to Contact Us

FarmerMind AI LLC

Email: info@farmermind.ai