

BORD FULFILLMENT POLICY

1. Company Overview

BORD is a global service provider that assists companies in equipping their remote talent worldwide. Through our proprietary technology platform, we offer:

- **Hardware Provisioning:** Supplying computers and related equipment.
- **Technical Services:** Providing ongoing technical support to remote employees.
- **Logistics Management:** Handling the logistics of equipment delivery, onboarding, and offboarding processes.

2. Products and Services Offered

- **Computers and Hardware:** High-quality laptops, desktops, and peripherals tailored to the needs of remote professionals.
- **Technical Support Services:** Comprehensive IT support, including troubleshooting, maintenance, and software assistance.
- **Logistical Services:** Efficient management of equipment delivery, retrieval, and replacement to ensure seamless remote operations.

3. Purchase Currency

All transactions are processed in U.S. Dollars (USD).

4. Customer Service Contact Information

For any inquiries or support, please contact us at:

- **Email:** support@bord.co
- **Phone:** +1 (302) 123-4567
- **Mailing Address:** BORD (NUDOS CORP) 251 Little Falls Drive Wilmington, DE 19808 USA

5. Fulfillment Policies

- Order Processing:
 - Orders are processed within 3–5 business days upon payment confirmation.
 - Customers will receive an order confirmation email with tracking details once the order is shipped.
- Shipping and Delivery:
 - We offer worldwide shipping through reliable courier services.
 - Delivery times vary based on the destination; estimated delivery times will be provided during the checkout process.
- Cancellations:
 - Orders can be canceled at no charge before they are shipped.
 - To cancel an order, contact our customer service team promptly.
- Returns and Refunds:
 - We accept returns within 30 days of delivery.
 - Items must be in their original condition and packaging.
 - Return shipping costs are the responsibility of the customer, except in cases of defective or incorrect items.
 - Refunds are processed within 10 business days after receiving and inspecting the returned items.
- Warranty and Technical Support:
 - Our products come with a one-year limited warranty.
 - Technical support is available via email and phone during business hours.

6. Compliance with Card Network Policies

BORD adheres to the regulations set forth by major card networks, including Visa, Mastercard, American Express, and Discover. We ensure:





- **Transparent Transaction Processing:** Clear and accurate transaction records are provided to customers.
- **Data Security:** Strict measures are in place to protect customer information during and after transactions.
- **Dispute Resolution:** A straightforward process is available for customers to address any disputes or chargebacks. For detailed information on card network regulations, please refer to the respective guidelines:
- **Visa Rules and Regulations:** [Visa Core Rules and Visa Product and Service Rules](#)
- **Mastercard Rules:** [Mastercard Rules](#)
- **American Express Merchant Operating Guide:** [American Express Merchant Operating Guide](#)
- **Discover Network Rules:** Please contact Discover directly for their merchant guidelines.

By providing this information, we aim to ensure transparency and build trust with our customers, in compliance with industry standards and regulations.

