

Shipping Process

How do I know when my order was shipped?

Orders generally ship within 1 business day providing stock is available*. You will receive an order confirmation, via email, shortly after your order has been placed. We will email you a second time with a shipping notice to let you know that your order has been dispatched from our warehouse.

Orders that have incomplete or invalid shipping address may be delayed. Pulsar HALO Network will attempt to contact customer for an update on the shipping address. Orders that require manual billing or shipping address verification will be delayed until proper billing information is provided.

How long will it take to receive my order?

We ship items out as soon as possible, but this won't always be the same day as your order. Please allow up to 2 business days for order processing time. If we anticipate a longer lead time, we will notify you via email. If you have any questions on a specific item's lead time, please contact us at sales@pulsarhalonetwork.com or call 855-DIY-HALO (855-349-4256) with any questions.

All of our orders are shipped via UPS. Delivery times typically range between 2-8 business days (UPS Ground). Please be aware delivery times are estimated based on the point and time of pickup from one of our warehouses.

Shipping Policy

Pulsar HALO Network makes an effort to keep items in stock and ready to ship, however, some items maybe out of stock and will be backordered, in this event we will contact you via email. We reserve the right to ship with different methods as we see fit. All of our orders are shipped via UPS. Delivery times typically range between 2-8 business days (UPS Ground). Please be aware delivery times are estimated based on the point and time of pickup from one of our warehouses.

Return Policy

Pulsar HALO Network offers a 3 business-day return policy from the Date of Purchase. You must send an email to sales@pulsarhalonetwork.com and request an RMA# (Return Merchandise Authorization number) within 3 business-days to be issued credit. You, the customer, are responsible for the return cost of shipping and insurance back to us. All items must be factory sealed, in their original packaging and in their original resalable condition with all original contents that came with the item to receive a refund. If an item is deemed not to be in resalable condition the item will be returned at your expense or discarded at your request. All electronic items are ineligible for return once they have been installed, activated or registered UNLESS, the item is defective. If defective, we will offer an exchange. If the item is found not to be defective you will be charged for the return shipped back to you. All returns require an RMA # prior to returning items. Special Order Items are not eligible for return. All orders are subject to a 15% restocking fee.

All returned items must be sent to us prior to issuing a credit or exchange so the item can be inspected and tested. Any items found not to be defective will be returned at the customer's expense.

Order Processing Times

Our business hours are Monday through Friday, 8:00 AM – 6:00 PM (EST/EDT), but our cut off time for orders is at 2:00 PM EST/EDT. Any orders placed during non-business hours will be processed on the next business day.

Shortly after placing your order, you should receive an email confirming it. If, for some reason, you do not receive that email, please check your spam folder to see if you can locate it. This is important, because if you have not received the confirmation email, you won't receive the email with shipment information.

Shipping Times

We ship items out as soon as possible, but this won't always be the same day as your order. Please allow up to 2 business days for processing time. If we anticipate a longer lead time, we will notify you. If you have any questions on a specific item's lead time, please contact us at sales@pulsarhalonetwork.com with any questions.

Availability & Pricing

Pulsar HALO Network (PulsarHaloNetwork.com) has made every reasonable effort to ensure the accuracy of all product information and prices on this website and will not be held responsible for typographical errors including, but not limited to product prices and specifications. To the best of our knowledge, all products advertised were available and current when added to this site, however, all these products are subject to the manufacturer's availability. Please be advised that manufacturers do change prices and discontinue products as they deem fit and we are not always made aware of these changes in time to update our website to reflect this condition.

Shipping Charges

All shipping charges are NON-REFUNDABLE. A product that is determined to be damaged or defective must be returned or exchanged within 30 days of the Date of Purchase. Damage to the product, that is determined to be the result of misuse, abuse, accident or modification not authorized by Pulsar HALO Network (PulsarHaloNetwork.com) or the manufacturer are exceptions to the above terms.

Restocking Fee

All orders are subject to a 15% restocking fee. This is what the manufacturer charge us. Credit may be denied in the event that the product is returned damaged, missing parts or packaging materials.

Price Increases

Prices can change daily. We strive to provide our customers the best price while maintaining excellent customer service. With that said we reserve the right to increase the price of a product at any time including at time of purchase.