

Shipping Checkout

Why can't I select my address/postal code on checkout?

Some address types or postal codes are not in the system, or do not accept certain shipping methods (such as military bases). For APO/FPO addresses, military bases, and PO boxes, please select Eco delivery or choose another address. If you experience any issues filling out your address, please go through [support](#) so they can help you with your order.

VERY IMPORTANT! The system cannot prevent you from selecting specific shipping methods when you have one of the address types mentioned above. It is your responsibility to be aware of which shipping methods can deliver to your address. If you are confused, don't hesitate to confirm with us, and we can ensure your order uses an appropriate shipping method.

Why are your Haptic Devices (ForceTube, ProVolver) DHL Express only?

Due to safety regulations, LiPo batteries (which are used in our Haptic Devices) can only be shipped via Express shipping. **Any address that cannot receive DHL Express (such as APO/FPO, military bases, and PO boxes) cannot be sent haptic devices.** In such an instance, consider finding an alternative address to ship to. Perhaps you have a friend nearby or something.

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