

# AcceIPay Support Docs:

## Terms, Conditions & Frequently Asked Questions

### Website Language

- Regarding website language, there are notices and disclaimers that will be added automatically on the product pages and checkout. However, we recommend that you consider adding this language to your Shipping Policies, Orders Policies and Terms.

### Terms Addition

- Orders for delivery in USA
- If you have ordered one of the Products for delivery to an address in the USA, your order will be handled by licensed, third-party retailers in the AcceIPay network, and your transaction will be facilitated through those retailers. AcceIPay's Privacy Policy, Terms of Use, ecommerce and payment terms and any other terms and conditions set forth by AcceIPay apply to any purchase you make via AcceIPay and are between you and the third-party retailers in the AcceIPay network.
- For your reference, please find AcceIPay's Terms of Service, which include information about any orders you make from them, at the following hyperlink:  
<https://www.acceipay.io/company/legal>. PLEASE REGULARLY CHECK THE ACCEIPAY WEBSITE TO VIEW THE THEN-CURRENT ACCEIPAY TERMS.

### Shipping Policy Additions

- Orders only fulfill to the continental US only.
- Please note we cannot ship to a PO Box.
- Orders are fulfilled in 3-5 days. Standard delivery can take another 3-8 business days, depending on location. Your product will be delivered straight to your door and any order containing alcohol will require an adult signature and ID check upon delivery.

- Who will ship my product?  
Our product is being shipped by a 3rd party partner (AccelPay's retailer network).
- Orders containing alcohol are fulfilled by licensed 3rd party retailers in the AccelPay network. Retailers use a variety of fulfillment carriers including GLS and UPS.
- If your order contains both alcohol and merchandise, they will be sent in separate shipments.

## Refund Policy

- **Can I change my order?**  
Unfortunately, orders cannot be edited after they are placed. If you need to cancel your order, please email [support@accelpay.io](mailto:support@accelpay.io) before the order ships.
- **Can I return my order?**  
Orders that contain alcohol cannot be returned or exchanged. If you received the wrong item in your order, please email [support@accelpay.io](mailto:support@accelpay.io) and we will make it right.
- **Can I cancel my order?**  
Orders may be requested to be canceled until they are shipped. A request to cancel does not guarantee cancellation. Please send requests to [support@accelpay.io](mailto:support@accelpay.io).
- **Can I get a refund?**  
We can process refunds on a case by case basis. Please send us a photo of the damaged or incorrect shipment to [support@accelpay.io](mailto:support@accelpay.io).
- **What happens if my order arrives damaged?**  
If your order arrives damaged, our team will work to make it right! Send us an email [support@accelpay.io](mailto:support@accelpay.io) with a photo of the damaged order and we will coordinate a reshipment within 3 business days.

## Delivery Standards

- **Delivery Attempts:** Our delivery service will make up to three attempts to deliver the package to the intended recipient at the provided address.
- **Undeliverable Package:** If the package remains undeliverable after three delivery attempts, it will be deemed “undeliverable” and returned to the retailer.
- **Recipient Responsibility:** The recipient of the undeliverable package will be responsible for paying the following fees:

- ◆ If a refund is requested, the recipient would be charged an **Undeliverable Package Fee**, a flat fee of \$25, which will be deducted from their refund.
- ◆ Original shipping cost is non-refundable.
- ◆ If a **Reshipment** is requested, a flat fee of \$40 will be charged to cover both the reshipment and the undeliverable package fee.
- ◆ Other fees may apply due to order contents.