

AccelPay 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 AccelPay network, and your transaction will be facilitated through those retailers. AccelPay's Privacy Policy, Terms of Use, ecommerce and payment terms and any other terms and conditions set forth by AccelPay apply to any purchase you make via AccelPay and are between you and the third-party retailers in the AccelPay network.
- For your reference, please find AccelPay's Terms of Service, which include information about any orders you make from them, at the following hyperlink: <https://www.accelpay.io/company/legal>. PLEASE REGULARLY CHECK THE ACCELPAY WEBSITE TO VIEW THE THEN-CURRENT ACCELPAY TERMS.

Shipping Policy Additions

- Orders only fulfill to the continental US only.
- Please note we cannot ship to a PO Box.
- Standard shipping is 5-7 business days. Your product will be delivered straight to your door and any order containing alcohol will require an adult signature and ID check upon delivery.

fulfilled in 3-5 days, standard delivery can take another 3-8 business days, depending on location.

- 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, it 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 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 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.
- **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.
- **What happens if my order arrives?**
If your order arrives damaged, our team will work to make it right! Send us an email support@accelpay.io with a photo of the damaged order and we will coordinate a reshipment within 3 business days.