

Return and Shipping Policy

Welcome to A5IT.

Shipping Policy

We offer Free 2-3 Days delivery all over the USA.

Return Policy

We appreciate your business and strive to provide you with high-quality products. If you are not entirely satisfied with your purchase, we're here to help. Please find our return policy below.

Return Window

Our return window lasts 30 days. If 30 days have gone by since your product was delivered, unfortunately, we cannot offer you a refund or exchange. To be eligible for a return, your item must be in the same condition that you received it, whether it's new or used.

Return Eligibility

To complete your return, we require a receipt or proof of purchase. Please do not send your purchase back to the manufacturer.

Return Process

To initiate a return, please email us at info@a5it.com. Once your return request is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If your return is approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Shipping

To return your product, you should mail your product. You will be responsible for paying for your own shipping costs for returning your item unless the product is defective. Shipping costs are non-refundable.

Restocking Fee

Please note that a 10% restocking fee will be deducted from your refund if the product you return is not defective. This restocking fee is calculated based on the product's price.

Refunds (if applicable)

If you are returning a product due to a fault of your own (change of mind, ordered wrong item, etc.), you will be responsible for return shipping costs.

However, if the product is defective, damaged, or if you receive the wrong item, then we will cover the return shipping costs. In such cases, you are eligible for a full refund, including the shipping cost. Once your return is received and inspected, we will notify you of the status of your refund.

Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at info@a5it.com and send your item to us.

Thank you for understanding our Shipping & Return Policy. If you have any questions or concerns, please do not hesitate to contact us at info@a5it.com.

Please note that this policy is subject to change and it's your responsibility to check periodically for any changes we may have made.

Last updated: 6/23/2023