



# 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.

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## **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.

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## **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)

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## **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).

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## **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.