

AC INFINITY WARRANTY PROGRAM

Our warranty program is our commitment to you, the original customer, that each product sold or manufactured by AC Infinity Inc. will be free from defects for a period of TWO YEARS from the date of purchase. If a product is found to have a defect in material or performance, we will repair or replace it at our expense. Once the return is received, a fixed unit or new replacement will be shipped out within 2 business days. For faster service, please have your order number ready when contacting us.

A FREE prepaid return shipping label will be emailed to you to return the product back to us for repairs or replacement; this offer is available only for addresses in the USA.

INTERNATIONAL ORDERS

Power Compatibility

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| | <p>AC Infinity products usually contain either an USB connector or a standard North America AC power plug, NEMA 1-15P. The products do not contain an adapter for international orders. Please check the product's Technical Specs tab so see if the product can accept a voltage range compatible to your country's power outlet. Many AC Infinity products are rated for 100 to 240V AC which makes it compatible with all international power outlets. However, the shape of the NEMA 1-15P plug would need a travel adapter to change it's shape to fit a foreign country's outlet. A transformer or converter is usually not needed unless the voltage range is different.</p> |
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Customs and VAT

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| | <p>Any import customs, duties, taxes, VATs, tariffs or brokerage fees are not included in the price paid for product and shipping. International orders are generally subject to local import duties and taxes (VAT) in which AC Infinity is not responsible for. Shipping and freight companies may ask for the payment of the duty or tariff from the customer to deliver their order. These taxes and duties are paid to the government of the receiving</p> |
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| | customer's country. If an order is returned to AC Infinity because import duties and taxes were not paid, it will be treated as a return. |
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Packaging, Manuals, and Labels

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| | AC Infinity products also contain packaging, manuals, and labels written in English which may not be the language of the destination country. Currently, manuals in languages other than English do not exist. A digital PDF version of the manual can be found under the Technical Specs tab of each product; we recommend using a translator to copy and paste text portions of the manual. |
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Returns and Exchanges

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| | AC Infinity accepts returns and exchanges for up to 30 days from the date of purchase. Products must be in the same condition received and in the original packaging. For international orders, the customer is responsible for all back and forth shipping and brokerage charges for returns or exchanges. AC Infinity cannot refund shipping charges and any charges incurred from customs, duties, taxes, VAT or tariffs. Any items shipped COD or having additional brokerage fees that are charged to AC Infinity upon delivery will be rejected. |
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Warranty

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| | AC Infinity warrants that all products sold will be free from defects for a period of TWO YEARS from the date of purchase. The warranty is only valid on orders placed directly through AC Infinity. If a product is found to have a defect in material or workmanship, AC Infinity will repair or replace it free of charge. Any modifications made or misuse of product may void the warranty. For international orders, the customer will be responsible for shipping the product back to AC Infinity for replacement or repairs. |
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