
Return & Refund Policy

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⚠ IMPORTANT NOTICE: All AIVI Collectibles are custom-manufactured, limited-edition physical items produced individually to order. Due to the bespoke and unique nature of these products, ALL SALES ARE FINAL as a general principle. Returns and refunds are accepted exclusively under the specific conditions set out in this Policy.

By placing an order on the AIVI Platform, you acknowledge and accept this policy in full.

1. General Principle — Final Sale

Due to the following characteristics of AIVI Collectibles, standard "change of mind" returns are not accepted:

- All items are custom-manufactured to order and personalised with a specific Creator's likeness, brand, and identity
- Items are produced in strictly limited or one-of-a-kind editions and cannot be resold to another buyer
- Production commences upon receipt of full payment and written order confirmation; significant resources are committed from that point
- Minor aesthetic variations inherent to handcrafted and artisanal production do not constitute defects

This policy is consistent with the exclusion of custom-made goods from standard return rights under applicable Hong Kong consumer protection legislation.

2. Eligible Grounds for Return and Refund

Notwithstanding the final sale principle, AIVI will accept a return and issue a refund or remedy in the following circumstances only:

2.1 Item Arrives Damaged or Defective

The item is received in a physically damaged condition (cracks, breakage, significant surface damage) that was not caused by the Buyer and that materially affects the quality or integrity of the Collectible.

2.2 Item Does Not Match Confirmed Description

The item delivered materially and significantly differs from the product specification confirmed in the written order confirmation — for example, incorrect edition, wrong size, or fundamentally different design elements not attributable to minor handcrafted variation. The final determination of materiality shall be made by AIVI at its sole discretion.

2.3 Item Not Delivered

The item is confirmed lost in transit and a carrier investigation has concluded that the shipment cannot be located or recovered (see Section 8.3 of our Shipping Policy).

2.4 Order Cancelled by AIVI

AIVI cancels the order after payment for reasons within AIVI's control (e.g. inability to fulfil production, payment verification failure). A full refund is issued automatically within 7 working days.

The following circumstances do NOT qualify for return or refund:

- Change of mind or personal preference after order confirmation
- Minor aesthetic variations inherent to handcrafted production (colour nuances, surface texture, minor dimensional tolerances)
- Damage caused by the Buyer after delivery
- Failure to collect the parcel resulting in return to sender
- Provision of an incorrect or incomplete shipping address by the Buyer
- Dissatisfaction based on subjective perception not related to objective defects
- Delays caused by customs clearance or events outside AIVI's control
- Improper handling, storage, or use of the item after delivery
- Any customs duties, import taxes, or delays caused by governmental authorities
- Any circumstances not expressly listed in Section 2 as eligible grounds

3. Time Limit for Submitting a Return Request

Return requests must be submitted within 14 calendar days of the confirmed delivery date.

Requests submitted after this period will not be considered, except where a latent defect could not reasonably have been discovered upon delivery, in which case AIVI will assess the request at its sole discretion.

Failure to comply with the 14 calendar day limit shall constitute an absolute ground for refusal of return or refund.

4. How to Submit a Return Request

Contact AIVI at info@aivi.limited with the subject line "Return Request — Order #[your order number]" and include:

- (a) Your full name and order number
- (b) A clear written description of the issue
- (c) For damaged items: minimum 6 photographs — at least 2 of outer packaging before opening, 2 of inner packaging, and 2 of the item showing the damage
- (d) For items not matching description: photographs of the received item alongside the confirmed product specification from your order confirmation email
- (e) Proof of delivery (tracking confirmation or carrier delivery notification)

Requests submitted without required documentation will not be processed until documentation is provided in full. The 14 calendar day window applies regardless of documentation completeness.

5. Return Request Review Process

Step	Action	Timeframe
Step 1	Acknowledge receipt of your request	Within 2 business days
Step 2	Review documentation and assess eligibility	Within 5 business days of receiving complete request
Step 3	Notify you in writing of the outcome with a clear explanation	After review completion

Timeframes are indicative and may be extended if additional verification is required.

6. Return Shipping Procedure

6.1 Return Address

Approved returns must be sent to the address provided by AIVI in the return approval notification. Do not return any item without first receiving written approval and a return address from AIVI. Items returned without prior approval will not be accepted.

6.2 Return Shipping Costs

The Buyer is responsible for arranging and paying for return shipping. AIVI will reimburse the reasonable cost upon receipt and inspection of the returned item, provided the return is confirmed valid and costs are supported by documentation. Reimbursement is limited to standard international tracked service rates; premium or express surcharges are not covered unless pre-approved by AIVI in writing.

6.3 Return Packaging Requirements

- The item must be returned in its original or equivalent protective packaging
- Use a tracked and insured shipping service
- Communicate the tracking number to AIVI before dispatch

6.4 Condition of Returned Item

The item must be returned in the same condition in which it was received. Additional damage caused during the return journey due to inadequate packaging is the Buyer's responsibility and may affect the refund outcome. AIVI reserves the right to reduce the refund amount proportionally to any deterioration in the item's condition.

7. Refund Processing

Upon receipt and inspection of the returned item, AIVI will notify the Buyer of the final refund decision within 5 business days.

If the return is confirmed as valid:

- Refunds are processed within 5 business days of confirmation
- The refund is credited to the original payment method used at purchase
- Credits typically appear within 7 working days, depending on the Buyer's card issuer or bank

AIVI is not responsible for delays in refund posting caused by the Buyer's financial institution. Shipping costs (original and return) are non-refundable unless the return is due to an error on AIVI's part.

8. Remedies — AIVI's Discretion

Where a return is approved, AIVI will offer one of the following remedies at AIVI's sole discretion:

Option	Description
A — Full Monetary Refund	Full refund to the original payment method (see Section 7).
B — Store Credit	A store credit equivalent to the full purchase price, valid for any future AIVI order. Store credits do not expire and are non-transferable.
C — Replacement or Repair	Where the item is damaged but can be restored, AIVI may offer restoration and re-dispatch at AIVI's expense, carried out to the original production standard.

9. Partial Orders

If an order contains multiple items and only some are found defective or non-conforming, the return and refund process applies exclusively to those items. The remainder of the order is not affected. AIVI reserves the right to assess each item individually and apply different remedies within the same order.

10. Order Cancellation by the Buyer

10.1 Before Production Commences

Buyers may request cancellation within 24 hours of receiving the written order confirmation, provided that production has not yet commenced. Contact info@aivi.limited immediately with your order number. If cancellation is confirmed before production begins, a full refund will be issued within 7 working days.

10.2 After Production Has Commenced

Once production has commenced (typically within 1–3 business days of order confirmation), cancellation requests cannot be accepted. The Buyer's payment is non-refundable from that point, except where AIVI is unable to fulfil the order for reasons within its control.

11. Statutory Rights

Nothing in this Return & Refund Policy limits or excludes any rights that Buyers have under the Sale of Goods Ordinance (Cap. 26 of the Laws of Hong Kong) or any other applicable mandatory consumer protection legislation. Where statutory rights provide a broader remedy than this Policy, those statutory rights prevail.

AIVI does not use this Policy to avoid liability for genuinely defective goods. Any clause purporting to exclude such liability contrary to the Sale of Goods Ordinance is void under the Control of Exemption Clauses Ordinance (Cap. 71 of the Laws of Hong Kong).

12. Changes to This Policy

AIVI reserves the right to update this Return & Refund Policy at any time. Changes will be posted on this page with a revised effective date. Continued use of the Platform constitutes acceptance of the updated Policy. The Policy version in effect at the time of your order confirmation applies to that order.

13. Contact

Field	Details
Company	AIVI LIMITED
Address	Unit 04-05, 16/F, The Broadway, No. 54-62 Lockhart Road, Wan Chai, Hong Kong
Email	info@aivi.limited
Subject line	Return Request — Order #[your order number]
Response time	Within 2 business days
Website	aivi.limited