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## Shipping Policy

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⚠ All AIVI Collectibles are custom-manufactured to order. Please review processing and delivery timeframes carefully before placing your order.

### 1. General Information

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This Shipping Policy applies to all orders placed through the AIVI platform at aivi.limited. By placing an order, you agree to the terms set out below.

All Collectibles are produced in mainland China and dispatched from our manufacturing and fulfilment facilities in China. Some items may be dispatched from multiple locations depending on production status.

*For any shipping-related enquiries, contact us at: [info@aivi.limited](mailto:info@aivi.limited)*

### 2. Order Processing Time

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#### 2.1 Custom-Manufactured Collectibles

All custom-manufactured items (including 3D-scanned figures, bespoke sculptures, and personalised limited-edition collectibles) are produced to order. Production begins upon receipt of full payment and written order confirmation.

Estimated total production and dispatch time: 14–28 calendar days

*This period covers: order confirmation and production initiation (3–7 business days), followed by manufacturing, quality control inspection, authentication where applicable, professional packaging, and export documentation. You will receive an email with your tracking number once your order has been dispatched.*

#### 2.2 Ready-Made Collectibles

For items listed as "Ready to Ship" or "In Stock":

Estimated processing and dispatch time: 14–28 calendar days

*This covers final quality inspection, authentication, protective packaging, and export documentation.*

#### 2.3 Important Notes on Processing

- Processing times are estimates and may vary during high-demand periods (e.g. product drops, lottery fulfilment).
- Orders are processed on business days only (Monday to Friday, excluding Mainland China and Hong Kong public holidays).
- AIVI will notify you promptly by email if production or processing is delayed for any reason.
- Placing multiple items in one order may extend processing time if items are produced at different facilities.

### 3. Shipping Destinations

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AIVI ships worldwide. We deliver to most countries and territories internationally.

Shipping to certain destinations may be subject to additional restrictions or export controls. If your country is not supported at checkout, please contact [info@aivi.limited](mailto:info@aivi.limited).

*AIVI cannot ship to destinations subject to international trade sanctions or embargoes.*

### 4. Shipping Carriers

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Orders are fulfilled via reputable international express and freight carriers, selected based on destination, package dimensions, weight, and availability at the time of dispatch:

- DHL Express
- FedEx International
- SF Express International
- UPS
- EMS (China Post Express Mail Service)

### 5. Estimated Delivery Timeframes

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The following are estimated delivery times after dispatch (after the production and processing period in Section 2 has been completed):

Region	Estimated Delivery After Dispatch
Asia Pacific	8–10 business days
Europe	15–20 business days
United States & Canada	20–25 business days
Middle East	15–20 business days
Latin America	25–30 business days
Rest of World	35–45 business days

*Total lead time from order to delivery = Processing Time (Section 2) + Delivery Time (Section 5).*

*Delays may occur due to customs clearance, public holidays, carrier disruptions, or events outside AIVI's control.*

## 6. Shipping Costs

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Shipping costs are calculated individually per order based on: destination country, package dimensions and weight, selected carrier, and insurance value. The applicable cost will be communicated to the Buyer prior to order confirmation and must be approved before the order is finalised.

*Shipping costs are non-refundable except where AIVI has cancelled the order.*

## 7. Tracking Your Order

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Once your order has been dispatched, you will receive an email notification containing: your tracking number, the carrier name, and a direct link to the carrier's tracking portal.

*Please allow up to 24 hours for tracking information to become active after receiving your dispatch notification.*

You may also contact [info@aivi.limited](mailto:info@aivi.limited) at any time for an order status update.

## 8. Packaging and Insurance

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### 8.1 Protective Packaging

All AIVI Collectibles are packed to the highest professional standards, reflecting the premium and fragile nature of our products:

- Custom-fitted rigid protective foam inserts
- Multi-layer impact-resistant outer carton
- Tamper-evident sealing
- "Fragile" and "Handle with Care" labelling
- Certificate of Authenticity and documentation enclosed

### 8.2 Shipment Insurance

All shipments are fully insured for their declared commercial value from dispatch to delivery. In the event of loss or damage in transit, AIVI will initiate an insurance claim on your behalf.

### 8.3 Damaged or Lost Shipments

If your package arrives visibly damaged:

- Accept the package but note the damage with the delivery agent and request a damage report
- Photograph the outer packaging before opening
- Photograph the contents immediately upon opening
- Contact AIVI at [info@aivi.limited](mailto:info@aivi.limited) within 48 hours of delivery, attaching all photographs

If your package is confirmed lost in transit:

- Contact AIVI at [info@aivi.limited](mailto:info@aivi.limited)
- AIVI will file an official trace request with the carrier
- If the shipment is confirmed lost, the insurance claim process will be initiated

## 9. Customs, Duties, and Taxes

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### 9.1 Buyer Responsibility

All import duties, taxes, VAT, customs fees, and any other charges imposed by the destination country's customs authorities are the sole responsibility of the Buyer. These charges are not included in the product price or shipping cost quoted by AIVI.

*If the Buyer refuses to pay customs duties, fails to provide required documentation, or fails to collect the shipment, the order shall be deemed fulfilled and is non-refundable.*

### 9.2 Customs Documentation

All shipments are accompanied by accurate and complete customs documentation, including a commercial invoice declaring the true value of the goods. AIVI does not and will not under-declare the value of shipments or mark them as "gifts" to circumvent customs regulations.

### 9.3 Delays at Customs

AIVI is not liable for delays caused by customs inspections or clearance processes. Such delays are not grounds for order cancellation or refund once the item has been dispatched.

## 10. Risk of Loss and Title

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Risk of loss and legal title pass to the Buyer upon delivery of the item to the carrier at the point of dispatch. AIVI ensures all shipments are insured per Section 8. AIVI's liability shall be limited to the terms of applicable insurance coverage and shall not exceed the amount paid for the order.

## 11. Incorrect Shipping Address

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It is the Buyer's responsibility to ensure the shipping address provided at checkout is accurate and complete. AIVI is not liable for non-delivery resulting from an incorrect address.

Address changes can only be accommodated before the order has been dispatched. Once dispatched, amendments may incur additional carrier charges at the Buyer's expense. Contact [info@aivi.limited](mailto:info@aivi.limited) immediately after placing your order if an amendment is needed.

## 12. Changes to This Policy

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AIVI reserves the right to update this Shipping 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.

## 13. Contact

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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
Website	aivi.limited