

# **Shipping, Returns & Exchanges Policy and Procedures at aha! Process, Inc.**

## **SHIPPING** - We work hard to get your order to you quickly!

### Shipping Info:

Orders will generally ship within 24 hours if an order is received during regular business days Monday-Friday before 3:00pm CST. Orders received after 3:00pm CST will be shipped the following day or the following Monday if received after cutoff period.

All products are shipped UPS Ground. Please allow 3-5 business days for delivery.

Express Shipping Available :

You must **call (800) 424-9484** or **(281)426-5300** for express shipping.

UPS Next Day Air  
UPS 2<sup>nd</sup> Day Air  
UPS 3<sup>rd</sup> Day Select  
Saturday Delivery  
International Shipping

**We cannot accept 3<sup>rd</sup> party billing or COD.**

## **RETURNS - You have 60 days!**

*Whether you are returning merchandise for refund or exchange, the following steps and procedures must be followed in order to insure that requests are processed in a timely manner. Refunds are accepted up to 60 days from the invoice date.*

To receive a refund, merchandise must be in the same condition as received and must be within 60 days from the invoice date of the merchandise being returned.

Step 1.

Contact **aha! Process, Inc.** and request a REFUND REQUEST FORM. You may call toll free 800-424-9484 or 281-426-5300 or send an e-mail to [ggibson@ahaprocess.com](mailto:ggibson@ahaprocess.com). Contact must be made within 60 days of the invoice date of the merchandise you are returning in order to process refunds.

Step2.

To make sure the merchandise you are returning reaches us without damage or loss; it should be properly packaged and boxed. We recommend you use a shipping company that can track your package to prevent loss and can provide a proof of delivery.

Step3.

Refunds will be processed within 1-2 weeks upon receiving your REFUND REQUEST FORM and the merchandise, if all of the above steps have been met.

## **EXCHANGES**

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In order to exchange merchandise contact **aha! Process, Inc.** toll free (800) 424-9484 or (281)426-5300. Contact must be made within 10 days from receiving date of the merchandise. If an exchange is made because of an error on **aha! Process, Inc.**'s behalf, shipping of the correct merchandise will be free of charge, will be shipped immediately, and arrangements will be made to retrieve the incorrect merchandise. If the exchange is due to customer error, shipping charges will be added to send out the requested exchanged merchandise, plus the customer will be responsible for returning the other merchandise. Exchange merchandise will not ship until **aha! Process, Inc.** has received the other merchandise from the customer.