Shipping policy

Ambient Technologies Inc. Shipping Information

Ambient Technologies Inc. will begin shipping the product on December 9th, 2025. All products are shipped from our 3PL partner in Prague, Czech Republic.

Currently Ambient Technologies Inc. processes and ships items Monday through Friday. Orders placed on Saturday or Sunday will be processed and/or shipped within 7 business days of order receipt and confirmation.

Shipping of product through our 3PL partner will occur Monday-Friday from 9-3pm CET. There will be no shipping during observed holidays.

International Handling

Billing and shipping addresses must match.

For orders shipped outside of the United States, our system can only ship to your credit card billing address. Your billing address must match the billing address on file with your credit card issuing bank.

Ambient currently ships international orders via UPS.

What happens if I refuse or abandon my order?

Ambient cannot issue credit for international packages which are refused or abandoned.

Who is responsible for import fees, duties, and other charges?

Customer will be responsible for all levies, duties, import fees, taxes, and other charges. Ambient strongly suggests that you check with your local government agency to determine the extent of such charges prior to purchase. Ambient cannot issue refund or credit in cases where packages are not delivered due to non-payment of fees.

Do you deliver to international P.O. boxes?

Ambient cannot ship to P.O. Boxes outside of the continental United States, and cannot ship to mail forwarding services.

*Rates are subject to change. Additional charges may apply depending upon shipping method, location, and item.

General Return Procedures

All product returns require a Return Merchandise Authorization ("RMA") number, which will be provided by Ambient Technologies Inc. support during the RMA Process.

Ambients RMA process is as follows:

Customer Initiates Return:
The customer must submit a request here to request a return, explaining the reason for the return and providing details about the product.

Eligibility Check:
Ambient will review the customer's request to verify if the return is eligible based on the stated return policy, including factors like time elapsed since purchase, reason for return, and product condition.

RMA Number Issued:
If the return is approved, Ambient will generate a unique RMA number and will provide it to the customer along with any necessary return instructions, such as packaging requirements and shipping address.

Customer Packages and Ships:
The customer properly packages the product with the RMA number clearly visible and ships it to Ambient as per the provided instructions. The customer is responsible for return shipping including the related costs of shipping and handling.

Product Inspection:
Upon receiving the returned item, Ambient will inspect it to verify the reported issue and determine if it meets the return policy criteria
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Resolution Provided:

Based on the inspection findings, Ambient decides on the appropriate action, which could include a full refund, exchange, repair, or denial of the return depending on the terms and conditions.

Customer Notification:

Ambient informs the customer of the return decision and any applicable actions, including the refund amount or replacement product details.

Products that are received by Ambient Technologies Inc. in any of the following conditions are not eligible for return and may be rejected:

- Any product used for blockchain and/or cryptocurrency mining functions that has been provisioned to the blockchain.
- Any product that does not exhibit the described reason for the return (eg, a return initiated for a DOA product that powers on and works properly upon inspection).
- Any product with a missing, damaged, altered, or otherwise unreadable serial number label, missing UPC Code, manufacturer model or part number label, and/or warranty label.
- Any product that is returned without all original packaging and accessories, including the retail box, manuals, cables, and all other items originally included with the product.
- Any product that exhibits physical damage. If you received your product damaged, please read our Report a Shipping Problem article for guidelines and instructions on how to resolve this issue. This would not be considered a return.
- Any product which appears tampered with, customized or altered in any way.
- Any product that is returned with markings or writing made by the customer on the original box.

Return and Refund Policy

Customers can cancel and claim a refund for their orders if the product is not shipped. To cancel an order and claim a refund, please visit your "my orders" page and submit a requests

For shipped orders, customers have 14 calendar days from the date of delivery to request a return. To submit a return request after your product was shipped, please visit the "my orders" page and click the support request button, or visit https://support.ambient.network and submit a request. All requests will follow the RMA process as outlined in the General Return Procedures.

Refunds to customers for such returns will be processed within 7 business days of receiving the returned product, minus any return expenses incurred.

 Returns for non-working or malfunctioning products must be addressed within 30 calendar days.

Warranty Terms

Ambient Network warrants all products sold based on the following:

12 month warranty from date of delivery for North America customers

24 month warranty from date of delivery for European and UK customers

In the event your product becomes defective during the warranty period, please go to https://support.ambient.network/hc/en-gb and submit a Defective product request.

A defective product that is returned may be repaired, replaced, or refunded at Ambient Technology, Inc's sole discretion, as per the warranty terms set forth above.

Warranty is only valid if requested from the original purchaser of the products. Reselling products sold through Marketplace voids warranty terms.