

ORNIX RETURN AND SHIPPING POLICY

Nyxia Solutions LLC dba ORNIX | Effective Date: October 4, 2026

This policy explains ORNIX order processing, U.S. shipping, cancellations, returns, and handling of damaged, incorrect, or defective products. It restates the corresponding provisions of the ORNIX Terms and Conditions of Sale for convenient customer reference.

Where We Ship

ORNIX currently accepts and ships website orders only within the United States. International shipping is not available at this time.

Order Processing and Delivery

Our normal target is to process in-stock orders within 1 to 3 business days after payment is confirmed. Business days exclude weekends and federal holidays. Processing time is the time before carrier acceptance and is separate from the carrier's estimated transit time.

Delivery dates are estimates unless ORNIX expressly promises a guaranteed date. Customers are responsible for supplying a complete and accurate delivery address. Contact ORNIX promptly if an address correction is needed. ORNIX cannot guarantee a correction after an order has entered fulfillment or shipment. Additional carrier or reshipment charges caused by a customer-supplied address error may be the customer's responsibility.

If ORNIX cannot ship within the time promised, ORNIX will provide any delay notice, cancellation opportunity, and refund required by applicable law. ORNIX is not responsible for carrier delays outside its reasonable control, but will provide reasonable assistance with a documented lost or damaged shipment.

Order Cancellations

A customer may request cancellation within 24 hours after placing an order by contacting ornixbynyxia@gmail.com. ORNIX will honor a timely request when the order has not already shipped and, for a customized or made-to-order item, production has not already begun.

Because orders may be processed promptly, cancellation is not guaranteed merely because the request was submitted within 24 hours. If the order can no longer be cancelled, the return rules below apply if the product is return-eligible. This policy does not limit cancellation or refund rights required by law.

Standard Returns

Except for the exclusions below, a customer may request a return within 14 calendar days after delivery. Contact ORNIX before sending the product. Unauthorized returns may delay processing.

- The product must be unused, uninstalled, and in its original condition.
- The product must be returned with its original packaging and proof of purchase.
- The customer pays return postage for a discretionary return, such as a change of mind or an incorrectly selected product.
- ORNIX does not charge a separate restocking fee under this standard policy.
- Original shipping charges are not refundable for a discretionary return, except where required by law.

Products Not Eligible for Discretionary Return

The following products are not returnable merely because the customer changed their mind:

- Customized or personalized products.
- Products that have been used or installed.
- Products clearly marked clearance or final sale.

These exclusions do not apply when ORNIX shipped the wrong product, the product arrived damaged, the product has a qualifying defect, or applicable law provides another nonwaivable return right.

Return Authorization and Refund Timing

To request a return, email ornixbynyxia@gmail.com with the purchaser's name, order information, product, reason for return, and photographs when relevant. Wait for return instructions before sending the product.

ORNIX will inspect an authorized return. An approved refund will be issued to the original payment method, ordinarily within 5 to 10 business days after inspection. The customer's bank or payment provider may require additional time to post the credit.

Damaged, Incorrect, or Defective Products

Contact ORNIX promptly after discovering shipping damage, an incorrect product, or a suspected defect. Include the order information and reasonable photographs when available. Prompt notice helps ORNIX preserve carrier claims, but it does not eliminate rights that cannot lawfully be waived.

When ORNIX confirms that it shipped an incorrect product or that the product arrived damaged, ORNIX will provide appropriate return instructions and will not require the customer to pay return shipping.

Product-specific warranty claims are governed by the applicable written warranty. BASEFORT products are covered only as stated in the separately published 90-Day Limited Warranty made available with the applicable product listing. A discretionary return is different from a warranty claim.

Payment Processing

Payments and refunds are processed through Square. ORNIX does not store complete credit- or debit-card numbers on the ORNIX website. Square and the customer's financial institution may require additional processing time for a refund to appear.

Contact ORNIX

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This policy should be read with the ORNIX Terms and Conditions of Sale and any applicable written product warranty. If this convenience policy and the Terms and Conditions of Sale conflict, the Terms and Conditions of Sale control, subject to rights that cannot lawfully be limited.