

# AA Online Shop FAQ

## Q 1. How fast will my online order be processed and shipped?

### Order Processing

- All orders will be processed and shipped out through a 3<sup>rd</sup> party logistics company within 3-5 working days.
- If we are experiencing a high volume of orders, processing time may be delayed by a few days. We will contact you via email or phone should there be a significant delivery delay of your order.
- We thank you in advance for your understanding.

## Q 2. How do I know if my online order has been processed and shipped?

### Order Processing

- All orders will be processed and shipped out through a 3<sup>rd</sup> party logistics company within 3-5 business days.
- If we are experiencing a high volume of orders, processing time may be delayed by a few days. We will contact you via email or phone should there be a significant delivery delay of your order.
- We thank you in advance for your understanding.

### Shipment Confirmation & Order Tracking

- Once your order has been shipped, you will receive a confirmation email together with the shipping tracking number.
- You will be able to track your package directly from the 3<sup>rd</sup> party logistics company website.

## Q 3. Do you offer free shipping?

### Free Shipping (within Singapore only)

- We offer free shipping within Singapore for order value of \$40 and above from AA Online Shop.

### Shipping Rate

- There will be a flat shipping rate of \$3.50 for orders with a purchase value under \$40.
- Shipping charges for your order will be calculated and displayed at checkout.

Order Value	Shipment Fee
≥ \$40	Free
< \$40	\$3.50

### Delivery Address & P.O. Box

- Please note that we **do not** ship P.O. Boxes.
- Please **do not** indicate your shipping address as P.O. Box when placing your order.

### Self-Collection Option

- Self-collection is only available at AA Centre, subject to stock availability.
- Please select the “self-collection” option when you place order.

- Upon receipt of your order, we will prepare your order and a confirmation email will be sent to you within 3 working days for your collection.
- Please bring along the confirmation email for your order collection.

**Collection Timing:** Mon to Fri: 9.00am to 6.45pm. Closed on Sat, Sun and PH.

**Collection Location:** AA Centre, Level 4, 2 Kung Chong Road, Singapore 159140

#### Q 4. Can I indicate P.O Box as the shipping address?

##### **Delivery Address & P.O. Box**

- Please note that we **do not ship P.O. Boxes**.
- Please **do not** indicate your shipping address as P.O. Box when placing your order.

#### Q 5. Can I self-collect for my online order? What is the lead-time for my order to be ready for self-collection?

##### **Self- Collection Option**

- Self-collection is only available at AA Centre, subject to stock availability.
- Upon receipt of your order, we will prepare your order and send a confirmation email **within 3 working days** for your collection, subject to stock availability.
- Please select the “self-collection” option when you place order.

**Collection Timing:** Mon – Fri: 9.00am to 6.45pm. Closed on Sat, Sun and PH.

**Collection Location:** AA Centre, Level 4, 2 Kung Chong Road, Singapore 159140

#### Q 6. Can I change the self-collection location and collect my order at your GB Point outlet or Broadway Plaza outlet?

##### **Self- Collection Option**

- Self-collection of order is available at **AA Centre only**, subject to stock availability.
- Collection Timing:** Mon – Fri: 9.00am to 6.45pm. Closed on Sat, Sun and PH.  
**Collection Location:** AA Centre, Level 4, 2 Kung Chong Road, Singapore 159140
- You may wish to consider making your purchase directly from our GB Point or Broadway Plaza outlets.

#### Q 7. Is the shipping fee refundable if I have paid for my online order and decided to self-collect instead of waiting for my order to be shipped out?

- Upon receipt of your order, shipping fee will not be refundable.

#### Q 8. Can I indicate P.O Box as the shipping address?

##### **Delivery Address & P.O. Box**

- Please note that we **do not ship P.O. Boxes**.
- Please **do not** indicate your shipping address as P.O. Box when placing your order.

#### Q 9. What should I do if my order is lost or damaged?

##### **Lost or Damage Order**

- Please be assured that your order is checked and carefully packed according to packaging guidelines provided by the 3<sup>rd</sup> party logistics partner. AAShop will not be liable for any products damaged or lost during shipping.
- In the event of a lost or damaged order, we will assist you in contacting the 3<sup>rd</sup> party logistics partner to file a claim.
- **Important Note:** For damaged order, please ensure you saved all packaging materials and damaged goods before filing a claim.
- Please inform us as soon as possible, we can refund if the order is not created. Refund will take around 21 days to process.

**Q 10. How do I contact you to check out more about a product listed in your online shop?**

**Contact Us**

- You may send in your enquiry through our website or [Click Here](#).
- Alternative, you may also email to [aasmail@aas.com.sg](mailto:aasmail@aas.com.sg)