

May 13, 2018, 11:33 AM ☆ ↶ ⋮

to autokits-x ▾

Hello,

My name is _____ and I've ordered a G37 coupe AK spoiler from your website on Sunday 5/6/18. I would like to discuss my options on cancelling the order. I'm unsure if you guys have started to make the spoiler yet.

I called this past Thursday and left a voicemail, and also Friday and I didn't get any answers. So if you guys haven't started to make the spoiler, please don't proceed with it. As soon as you guys are able to respond I would like to discuss my options from this point.

Thank you,

May 24, 2018, 12:59 AM ☆ ↶ ⋮

Aanda AutoKits X LLC <AutoKits-x@hotmail.com>

to me ▾

Hello

Yes i did receive your email on 05/16/18 requesting the cancelation of the spoiler.

I was trying to see if we can avoid the 35% restocking fee (you can see it on the website)

<https://www.autokitsx.com/refund-shipping-policy>

or even in the same page where you made the purchase under "RETURN AND REFUND POLICY "

<https://www.autokitsx.com/product-page/2008-2014-infiniti-g37-coupe-ak-spoiler>

You made the order on 05/05/18 and the manufacture started making the product on the 05/08/18 .

When i received your email to cancel the spoiler on 05/13/18 i was able to cancel it without any restocking fee even with the 48hrs restocking fee policy but then you said "Please disregard this last email, I would like to keep my order placed".

Sorry, but right now there is a 35% restocking fee.

Why do you want to cancel the order? you wanted to cancel it but then you want it keep it.

Let me know.

Thanks,

Alex L

A&AAUTOKITS X

Phone number: 754.200.5269

e_mail: autokits-x@hotmail.com

website: www.autokitsx.com

FaceBook: facebook.com/AutokitsX

Jun 5, 2018, 10:14 AM

to AandA ▾

Hello,

When will the refund for the spoiler be issued?

Thanks,

-Magdy

📧 Jun 5, 2018, 12:19 PM

AandA AutoKits X LLC <AutoKits-x@hotmail.com>

to me ▾

Hello Magdy,

Yes we will apply the restocking fee and send the difference.

you said you are looking the liberty walk style spoiler correct? I didn't know until today that we have it available.

Price: \$505 with shipping included

(you only need to pay and extra \$100 for this spoiler).

Be careful with some companies selling this product online, fitment and quality are not good .

Our products comes with 100% warranty.

Let me know.

Thanks,

Alex L

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FaceBook: facebook.com/AutokitsX

Jun 5, 2018, 12:40 PM ☆ ↩ ⋮

to AandA ▾

Okay great. Can you please notify me when the refund is applied. Also, would you know when the V2 diffuser will be shipped?

Yes I am going for the Liberty walk style. The problem is I already ordered one, and I want it in carbon fiber so it will take longer. If I had known before that autokits sells it I would have got it with the diffuser. I ordered it 2 weeks ago and still have to wait another 4 weeks for it to ship. If the fitment isn't good on the one I ordered I will definitely order a next one from autokits.

Thank you for all the help.

-Magdy

Jun 14, 2018, 12:30 PM

to AandA ▾

Hello Alex,

When will the refund be applied for me?
Also, is the V2 diffuser ready to be shipped yet?

Thank you,

-Magdy

...

Jul 11, 2018, 3:39 PM

to AandA ▾

Hi Alex,

Do you have this liberty walk spoiler in carbon fiber available? If not, how long will it take to manufacture it?

-Magdy

...

AandA AutoKits X LLC <autokits-x@hotmail.com>

Jul 11, 2018, 4:22 PM

to me ▾

Hello

We actually don't make the spoiler, it's made from one of our vendors in Japan that's why these are very expensive.

Price:

\$505 made in fiberglass with shipping included within US.

\$860 made in carbon fiber with shipping included within US

I called the warehouse we do have 1 carbon fiber spoiler in stock that we can ship within 48hrs.

I still waiting a reply from the billing department so, if we have the money and you want the carbon fiber spoiler all you have to do is pay the difference for the spoiler.

Note: be careful with replicas sold online, there are many of these spoiler but quality are not good.

Let me know.

AandA AutoKits X LLC <AutoKits-x@hotmail.com>

to me ▾

Jul 13, 2018, 6:33 AM

Hello Magdy,

There was a problem with UPS Label , looks like the barcode is blurry and they never called us for the issue.
If we wait for the package to be return, will take more time and I don't want that.

I'm shipping a new diffuser today friday with 2 days delivery via USPS
tracking number: [L77121012119](#)

You will receive it on Monday.

Sorry for the inconvenience and let me know about the spoiler.

Thanks,
Alex L

Jul 24, 2018, 9:05 AM

to AandA ▾

Good Morning Alex,

I have received the diffuser and it looks great. But I have still not received a refund for the spoiler. Any updates?

Thank you,

-Magdy

...

Aug 1, 2018, 9:46 AM

to AandA ▾

?

...

AandA AutoKits X LLC <AutoKits-x@hotmail.com>

Aug 1, 2018, 12:52 PM

to me ▾

Hello Madgy,

I had to request a permission to access the system to make the refund by my self.

refund applied to your account.

You should see the \$ [redacted] in your CC as credit between August 9th - August 15th .

Sorry for the delay.

Thanks,

Alex L

Aug 31, 2018, 6:16 PM

to AutokitsX ▾

Hi Alex,

I have still not received any refund from you.

Awaiting a reply.

Thanks,

-Magdy

...

AandA AutoKits X LLC <autokits-x@hotmail.com>

to me ▾

Hello Magdy,

I applied the refund a few weeks ago, i don't know if the transaction didn't go through because some banks/credit cards doesn't allow refunds when it passed 1-4 months .

the billing department is closed right now for the holiday's but they are open on tuesday, i will check the status and try to do it again but if there is a problem , we can provide a company check (same as cash) to speed up the process.

Thanks,

Alex L

Sep 1, 2018, 2:41 PM

Sat, Sep 1, 3:00 PM

to AutokitsX ▾

A check will work if it doesn't work as credit.

...

Tue, Sep 18, 3:47 PM

magdooshbag <magdoosh@gmail.com>

to AutokitsX ▾

Hello Alex,

This process has taken far too long. Could you please just email me a check for the refund to the following address:

Thanks,

-Magdy

...

Sep 24, 2018, 1:18 PM

AandA AutoKits X LLC <AutoKits-x@hotmail.com>

to me ▾

Hello Magdy,

The billing department will mail the check today to the address provided.
shipping takes 4-7 business days depending the area. (regular mail with stamp)

Thanks,

Alex L

Mon, Oct 15, 5:09 PM

to AutokitsX ▾

Hi Alex,

I still have not received the check. Any updates?

Thanks,



AandA AutoKits X LLC

to me ▾

Oct 17, 2018, 3:05 AM

Hello Magdy,

sorry about that, let me ask the billing department if the check was returned or cashed it.
so, maybe we can send another one with tracking number.

Thanks,

Alex L