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What is AdaBox?

AdaBox is a curated quarterly subscription service centered around products from the Adafruit ecosystem and is designed for makers of all levels, with a special focus on folks just starting out.

Each box includes:

- Adafruit products curated around a specific theme within the world of do-it-yourself electronics.
- Tutorials and videos in the Adafruit Learning System that will help guide you through the contents.
- A discount code and subscriber-only content.

How much does AdaBox cost and where is it available?

AdaBox costs $60 per quarter and is available via UPS Ground in the United States and Puerto Rico and via DHL Express to Canada.

- Free shipping to the contiguous United States.
- A $5 shipping fee will be applied on orders shipping to Alaska, Puerto Rico, and Hawaii.
- A $10 shipping fee will be applied on orders shipping to Canada.

Please note, sales tax may be applicable to AdaBoxes! Sales tax rates vary depending on location. Each AdaBox order shipping to the following states will be charged sales tax: Arizona, Arkansas, California, Colorado, Connecticut, District of Columbia, Georgia, Hawaii, Idaho, Illinois, Indiana, Iowa, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Michigan, Minnesota, Nebraska, Nevada, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Pennsylvania, Rhode Island, South Carolina, South Dakota, Texas, Utah, Vermont, Virginia, Washington, West Virginia, Wisconsin, Wyoming.

If you are tax exempt, please contact support@adafruit.com and we'll assist you.
How do I sign up?

To sign up for AdaBox go to adafruit.com/adabox (https://adafruit.it/ada-box). Here you can see the next box we are currently accepting subscription sign ups for and when that box is expected to undergo the shipping process. Click Get Started to start the sign up process!

![AdaBox sign up](image)

If subscriptions are closed you can sign up to receive an email notification when subscriptions reopen.

After clicking Get Started you will see two AdaBox subscription options:

- a recurring subscription.
- a gift subscription.

Both AdaBox subscription options ship quarterly.
Recurring Subscriptions

Recurring subscriptions automatically renew. If you decide you no longer want to receive AdaBox you can cancel your subscription at anytime by logging in to your Adafruit account or by emailing support@adafruit.com. If your next AdaBox has already been authorized for payment, cancellation will go into effect after that AdaBox ships.

Click "Get AdaBox" if you are interested in a recurring subscription and enter your shipping address and payment method as prompted. You will have the option to select the shipping address and accepted payment method already saved within your Adafruit account.
Please be sure to confirm your shipping and billing information has been entered correctly and hit "Submit Order" to complete signup for your recurring AdaBox subscription!
Gift Subscriptions

Gift subscriptions are purchased up front and purchases can not be canceled or refunded.

When signing up for a gift subscription you have the option to give (or receive :P ) up to 4 quarterly AdaBoxes.

Gift subscriptions are great for folks who would like to try AdaBox on for size before committing to a recurring subscription. After the gift subscription has run its course the boxes will automatically stop coming.

Click **Give AdaBox** if you are interested in a **gift subscription**.

Enter your giftee's full name and email address then select the quantity of AdaBoxes you'd like to gift and how you would like to notify the giftee of their gift subscription!
If you choose to send an email notification on a specific date the date chosen must fall before the next shipping window.

Click **Save and Continue** and enter your shipping address and payment method as prompted. You will have the option to select the shipping address and accepted payment method already saved within your Adafruit account.
Please be sure to confirm your shipping and billing information has been entered correctly and hit "Submit Order" to complete signup for your gift AdaBox subscription!
How do I manage my subscription?

All information regarding your AdaBox is accessible and can be managed by logging in to your Adafruit account and clicking **Subscriptions** on the left side of the page.

Choose the subscription you would like to manage and click **Manage your AdaBox subscription**.

From here you will be able to:

- Review your subscription status.
- Cancel your **recurring subscription**.
- Update your preferred subscriber email, payment method (both credit card and billing address) and delivery address.
- View your subscription order history.
- Update your payment method (both credit card and billing address) for a **gift subscription** to turn the gift subscription into a **recurring subscription**.

Recurring Subscription:
Gift Subscription:

How do I cancel my recurring subscription?

Log in to your Adafruit account, click Subscriptions and click Manage your AdaBox subscription by the recurring subscription you’d like to cancel.

Under the Status section click Cancel Subscription and confirm cancellation in the pop-up.
You can create a new subscription [here](https://adafru.it/tNC) or read below for steps to re-activate within your account.

*If your order has already been authorized for payment, which occurs about two weeks before shipment, the cancellation will go into effect after the shipment of that order.*

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**How do I reactivate my canceled recurring subscription?**

Log in to your Adafruit account, click **Subscriptions** and click **Manage your AdaBox subscription** by the cancelled recurring subscription you'd like to reactivate.

Confirm the **Payment Method** (both credit card and billing address) and **Shipping Address** associated with the cancelled subscription are up to date and then click **Reactivate Subscription** under the **Status** section to reactivate your cancelled AdaBox subscription.
How do I change the email address associated with my subscription?

Log in to your Adafruit account, click Subscriptions and click Manage your AdaBox subscription.

Under the Subscriber Email section click change, enter your preferred email address then click Save.

How do I change the payment method associated with my subscription?

Log in to your Adafruit account, click Subscriptions and click Manage your AdaBox subscription by the subscription you wish to update.
Click **change** under the **Payment Method** section and select your preferred payment method.

Click **Add New Credit Card** if your preferred payment does not automatically appear. Enter your card information according to the prompts.

You may notice a drop down option for the billing address associated with the new card you are entering if the address is already associated with your main Adafruit account. You can either select the appropriate billing address from the drop down which will auto fill the billing address section or you can select **New Address** and enter the billing address information associated with the new card.

After completing the form click **Save New Credit Card**.
How do I change the Shipping Address associated with my subscription?

Log in to your Adafruit account, click **Subscriptions** and click **Manage your AdaBox subscription** by the subscription you wish to update.

Click **change** under the **Shipping Address** section and select your preferred shipping address if it is already associated with your Adafruit account or click **Add a new address** to add a new shipping address.

Select the **Make this your default address** option if you would like this new shipping address to be applied across the entirety of your Adafruit account.

Select the **Use this Address for Subscription Deliveries** if you want this new shipping address to be applied only to your AdaBox subscription.
How do I view my AdaBox order history?

Log in to your Adafruit account, click **Subscriptions** and click **Manage your AdaBox subscription** by the subscription you wish to view the order history for. Scroll to the bottom to find the **Order History** section. From here you can:

- Determine the order number(s) associated with each AdaBox available throughout the duration of your active subscription, including the order number associated with the creation of your subscription.
- See the date each order was created.
- Keep track of each AdaBox order’s status.
- Keep track of them amount you have been charged.
- Access order details and invoices.
Click on your order number or on **Order Details** to learn more about each AdaBox order.

<table>
<thead>
<tr>
<th>Order ID</th>
<th>Date</th>
<th>Status</th>
<th>Amount</th>
<th>View</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>May 2, 2018</td>
<td>N/A</td>
<td>Order Details</td>
<td>Invoice</td>
</tr>
<tr>
<td></td>
<td>July 2, 2018</td>
<td>Shipped 1271EYO6</td>
<td>$65.33</td>
<td>Order Details</td>
</tr>
</tbody>
</table>

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https://learn.adafruit.com/creating-and-maintaining-your-adabox-subscription

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Click on Invoice to see each AdaBox invoice.

Order History

<table>
<thead>
<tr>
<th>Order ID</th>
<th>Date</th>
<th>Status</th>
<th>Amount</th>
<th>View</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>May 2, 2018</td>
<td>N/A</td>
<td></td>
<td>Order Details</td>
</tr>
<tr>
<td></td>
<td>July 2, 2018</td>
<td>Shipped 1271EY05</td>
<td>$65.33</td>
<td>Invoice</td>
</tr>
</tbody>
</table>

INVOICE NO. [Redacted]
DATE ORDERED: Wednesday 02 May, 2018
PAYMENT METHOD: Subscription

PRODUCTS

(1) AdaBox Subscription - SUBSCRIPTION

INFO

NO. 3067
SID:

PRICE $6.00

TOTAL $6.00

Sub-Total: $6.00
Shipping: $0.00

Total: $6.00

INVOICE NO. [Redacted]
DATE ORDERED: Monday 02 July, 2018
PAYMENT METHOD: Credit Card

PRODUCTS

(1) AdaBox068 Octo - SUBSCRIPTION

INFO

NO. 3761
SID:

PRICE $60.00

TOTAL $60.00

Sub-Total: $60.00

United Parcel Service (1 pkg x 3 lbs total) (UPS GROUND) -- FREE -- Shipping: $0.00
Tax: $0.33
Duties and Taxes: $0.00

Total: $65.33
How do I turn my gift subscription into a recurring subscription?

Log in to your Adafruit account, click **Subscriptions** and click **Manage your AdaBox subscription** by the gift subscription you’d like to turn into a recurring subscription. Click **Payment Methods** to select the payment method of your choice for the recurring subscription.

Select your preferred saved payment method or click **Add New Credit Card** if your preferred payment does not automatically appear. Enter your card information according to the prompts.

You may notice a drop down option for the billing address associated with the new card you are entering if the card is already associated with your main Adafruit account. You can either select the appropriate billing address from the drop down which will auto fill the billing address section or you can select **New Address** and enter the billing address information associated with the new card.

After completing the form click **Save New Credit Card**.
How do billing and shipping work for each box in my recurring subscription?

Each quarter our system will initiate an authorization attempt for your upcoming AdaBox on the card associated with your subscription. If there is an issue with the payment method or billing/shipping address associated with your subscription, you will receive an automated email requesting you to update your subscription. The automated email will contain:

- The identification number of the subscription experiencing the issue.
- A brief note about what information needs to be updated.
- Information about a second attempt to process your information.
- The deadline for corrections to your subscription before the subscription is canceled.
- The date of the most recent attempt.
You can quickly and easily resolve the issue by logging into your Adafruit account and clicking **Subscriptions** followed by **Manage your AdaBox subscription**. Please proceed to update your information as needed.

You will receive an automated email notifying you that your subscription has been automatically canceled if the payment or address details were not resolved.

You can reactivate your subscription by updating your information and clicking the **Reactivate** button located in the **Status** section. If you are unsure if your account has been successfully updated please [contact us](https://adafruit.it/dNL).

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**AdaBox Shipping Status**

After a successful authorization attempt, your box will begin the shipping process. Your AdaBox can take
up to 2 weeks to ship from when the payment is authorized.

As soon as your AdaBox ships, your subscription status will update to **shipped** and you will receive an automated email containing your tracking number.

Please note, our shipping station is automated. If you would like to ship your AdaBox to an alternative address, your subscription must be updated at least 1 week before your box is being prepared to ship.

- If your box is being prepared to ship, please update your subscription and [contact us](https://adafruit.it/dNL) to confirm your updated shipping address for the AdaBox being processed.
- If your box has been marked as **shipped** please contact support@adafruit.com to see if your package is eligible for a redirect. Redirects incur UPS fees and are not available for all locations.
What happens if my AdaBox is missing or I've encountered technical issues?

Please be sure to contact (https://adafru.it/dNL) as soon as possible if:

- You are missing an item from your box.
- Items in your box were damaged in shipping.
- The tracking notes your AdaBox has been delivered, but you have not received the parcel. We cannot replace missing AdaBoxes reported more than 90 days after shipment.

You can look in the Adafruit Learning System (https://adafru.it/dlu) to see AdaBox unpacking guides and projects you can build with your specific AdaBox.

If you've received your AdaBox and are experiencing issues getting any of the items to work, please create a post in the Adafruit Forums (https://adafru.it/cbO). In the forums, you can start a dialogue with one of our engineers who will be able to assist. The engineers in the forums are also able to authorize replacements if necessary.

Fun fact, you can also show us what you made with your AdaBox here (https://adafru.it/uZD)!

For more AdaBox info please be sure to check out our AdaBox FAQ here: https://www.adafruit.com/adaboxfaq (https://adafru.it/wgb)