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What is AdaBox?

AdaBox ([https://adafruit.it/tNC](https://adafruit.it/tNC)) is a curated 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 ([https://adafruit.it/CC6](https://adafruit.it/CC6)) 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 seasonal edition (spring, summer, fall, winter) 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.

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!

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 seasonally (spring, summer, fall, winter).
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 seasonal 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:**

Status
Active. We'll change this subscription for $65.33 for a single AdaBox one week before orders begin shipping in early October 2018.

Subscriber Email
Your current email is

Payment Method
Your current payment method is

Shipping Address
Adafruit Industries
150 Varick Street
New York, NY 10013
United States

Order History

<table>
<thead>
<tr>
<th>Order ID</th>
<th>Date</th>
<th>Status</th>
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<th>View</th>
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<tr>
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<td>Order Details</td>
</tr>
</tbody>
</table>

**Gift Subscription:**

Status
Prepaid: 0 remaining. This subscription was processed for $65.33 on September 19, 2018. Please check the status of your order in your subscription settings.

Subscriber Email
Your current email is

Payment Method
This is a gift subscription! You will not be charged unless you wish to renew it past its end date.

Shipping Address
Adafruit Industries
150 Varick Street
New York, NY 10013
United States

Order History

<table>
<thead>
<tr>
<th>Order ID</th>
<th>Date</th>
<th>Status</th>
<th>Amount</th>
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<tr>
<td></td>
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</table>
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://adafruit.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.

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 Rea
ctivate 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 the 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.
Click on Invoice to see each AdaBox invoice.

### Order History

<table>
<thead>
<tr>
<th>Order ID</th>
<th>Date</th>
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<th>Amount</th>
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**INVOICE NO.**

DATE ORDERED: Wednesday 02 May, 2018

PAYMENT METHOD: Subscription

<table>
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<table>
<thead>
<tr>
<th>PRICE</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

Sub-Total: $0.00
Shipping: $0.00
Total: $0.00
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).

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 can not 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://www.adafruit.com/adaboxfaq)