⭐About Axia Trading Network⭐

Axia Trading Network is a small business located in Troy, Michigan, established in 2014. We proudly serve our local community and surrounding cities. We provide support in both **English** and **Arabic** to ensure a clear, comfortable, and inclusive experience for all customers.

Our team brings years of experience from major delivery platforms, including work completed through services such as Uber, UberEats, and Shipt. This background helps us provide fast, reliable, and professional service to our customers.

⭐ نبذة عن شركة Axia Trading Network ⭐

شركة صغيرة مقرّها مدينة تروي بولاية ميشيغان، تأسست عام 2014. نحن نفخر بخدمة مجتمعنا المحلي والمدن المجاورة، ونحرص على تقديم الدعم باللغتين الإنجليزية والعربية لضمان تجربة تتسم بالوضوح والراحة والشمولية لجميع عملائنا.

يتمتع فريق عملنا بخبرة واسعة اكتسبها من خلال العمل مع كبرى منصات التوصيل، بما في ذلك خدمات مثل Uber وUberEats وShipt. وتُمكننا هذه الخبرة من تقديم خدمات سريعة وموثوقة واحترافية لعملائنا.

⭐Mission Statement⭐

At **AXIA Trading Network**, our mission is to support our community by delivering trusted branded arbitrage items and high-quality generic essentials to customers in Troy and the surrounding cities. We are committed to convenience, honesty, and a smooth buying experience — making essential shopping fast, reliable, and stress-free for every customer we serve.

How to Reach Us
To ensure we provide the fastest response times and keep your order details in one secure place, all communication is managed exclusively through our **Axia Facebook Page Messenger**, unless otherwise agreed upon. This allows us to share shopping lists, photos, and delivery updates seamlessly in one thread.

Our Business Hours: We are available to receive messages and prepare orders **Monday through Friday, 9:00 AM – 5:00 PM**. Orders or inquiries received outside of these hours will be addressed the next business day.

Order Processing Policy: To ensure the highest quality of service, we do not process same-day orders. All requests submitted will be reviewed and scheduled for delivery the following business day, or by a previously agreed-upon time. **Please note: We begin preparing your order only once payment has been cleared.**

Explore our service details here:

1. Ordering Process
2. Shipping Policy
3. Pickup Policy
4. Delivery Policy
5. Payment Policy
6. Return Policy
7. Transparency & Support

⭐Ordering Process⭐

a. Online purchases:

Browse our ebay listing 👉 Axia Trading Network Trading Network. Make a purchase there, or buy directly from us with a PayPal secure payment link.
Prefer a better price? Buy directly from us! By facilitating transactions through our private secure portal (PayPal), we bypass third-party marketplace fees. We pass those savings directly to you with a discounted total. **(see Shipping policy for details).**

b. Axia Trading Network Concierge Shopping:

We provide personalized shopping and delivery services for residents in **Troy and most surrounding cities.** Think of us as your dedicated personal shoppers—we handle the list, the traffic, so you don't have to.
If pickup is preferred, **(see Pickup policy for details)**

c. How it works:

a. **Submit Your List:** Send your shopping list from your favorite store via Facebook page messenger. Provide a time/ date for delivery.
b. **Receive Your Quote:** We'll provide a clear, itemized quote including estimated taxes and concierge fee.
c. **Confirm & Relax:** Once you approve the quote and secure the funds, we head to the store. We'll deliver your items directly to your door with your final itemized receipt. **(see Delivery policy to review Convenience & Service Fee).**



🗺️ 1. Service Coverage & Carrier Strategy

a. **Domestic Shipping:** We offer nationwide shipping across all 50 states.
b. **International Shipping:** Unavailable.
c. **Cost-Optimized Routing:** To protect our customers' wallets, our team utilizes real-time rate comparison software across major commercial carriers (including USPS and UPS) to secure the lowest available transit rates for every package configuration.
d. **Processing Time:** All orders require a short processing window prior to shipment. Standard processing time is **1-2 business days**, excluding weekends and holidays. High-volume periods or special-order items may require additional handling time, which will be communicated in chat before payment is finalized.
e. **Carrier Transit Times:** Delivery timelines are determined solely by the carrier (USPS, UPS, etc.). Axia Trading Network is not responsible for delays caused by weather, carrier backlogs, incorrect addresses, or operational disruptions once the package has been accepted by the carrier. Tracking information will be provided for all shipments.

f. **Address Accuracy:** Customers are responsible for providing a complete and accurate shipping address. Axia Trading Network is not liable for packages delayed, misdelivered, or returned due to address errors provided by the buyer. Packages returned to Axia Trading Network by the carrier due to insufficient or incorrect address data will be held. The buyer must cover the cost of a new shipping label to re-route the order. If a refund is requested instead, the original shipping fee will be non-refundable.
g. **Lost or Missing Packages:** If a package is marked as delivered but cannot be located, the buyer must file a claim directly with the carrier. Axia Trading Network will assist with documentation but cannot issue refunds for carrier-confirmed deliveries.

💳 2. Shipping Rates & Free Delivery Eligibility

a. **Buyer-Funded Shipping:** Unless explicitly stated otherwise, all standard shipping, handling, and carrier fees are the sole responsibility of the buyer and will be calculated and added to the order total at checkout.
b. **"Free Delivery" Catalog Designations:** Items eligible for complimentary shipping or drop-off will be explicitly designated with a "Free Delivery" tag within our product listings. If an item does not feature this specific tag, standard carrier-calculated shipping rates apply.

📦 Tracking, Packaging, and Shipment Transparency

a. **Tracking Number Issuance:** All shipped orders include a carrier-issued tracking number. This tracking number will be provided to the customer immediately upon label creation, allowing full visibility into the package's transit progress from dispatch to final delivery.
b. **Optional Packaging Video Confirmation:** For customers who prefer an added layer of transparency, Axia Trading Network offers optional video confirmation of your items being packaged. Upon request, a brief packaging video will be sent directly through Facebook page messenger prior to shipment. This service is designed to provide peace of mind and ensure confidence in the accuracy and condition of your outgoing order.

🔄 3. Return Shipping & Logistics Fees

To maintain competitive pricing across our inventory, Axia Trading Network does not offer complimentary return shipping for standard returns (e.g., buyer's remorse, size exchanges, or changes of mind).

All return transit costs are the sole responsibility of the buyer. To facilitate a smooth return process, we offer two flexible options:

- **Option 1: Axia Trading Network-Generated Discounted Label (Recommended)** Upon return approval, our logistics team can generate a prepaid shipping label for you utilizing our corporate commercial carrier discounts. There is no upfront cost to you; the exact, discounted cost of this label will be transparently deducted from your final refund total.

- **Option 2: Self-Funded Shipping** You may select your own preferred shipping carrier. If you choose this method, you must pay the carrier directly and provide our team with a valid tracking number. Axia Trading Network is not responsible for lost or untracked return shipments managed under self-funded logistics.

- Regardless of the chosen method, return shipments must be accepted and scanned by the carrier within seven (7) business days of return approval to remain eligible for a refund.

Public Safe-Zone Pickup Policy:

At Axia Trading Network, your peace of mind is our absolute priority. To ensure 100% safety, security, and transparency for both our clients and our logistics team, we do not conduct transactions at private residences. Instead, all order handovers are facilitated exclusively at a designated, highly secure public exchange point.

Axia Trading Network: Secure Handover Fee Structure

Effective: July 5, 2026 For all orders met at the designated location below:

- **Order Subtotal ($35.00 – $99.99):** Includes applicable taxes; Service fee is 10% of subtotal + **$5.99** flat handover fee.
- **Order Subtotal ($100.00 – $199.99):** Includes applicable taxes; Service fee is 10% of subtotal + **$4.99** flat handover fee.
- **Order Subtotal ($200.00+):** Includes applicable taxes; Service fee is 10% of subtotal + **$3.99** flat handover fee.

Quick Fee Examples

Order subtotals are calculated after applicable taxes.

- **Order of $60.00:** 10% Fee ($6.00) + $5.99 Flat Fee = **$11.99 total service fee**.
- **Order of $150.00:** 10% Fee ($15.00) + $4.99 Flat Fee = **$19.99 total service fee**.
- **Order of $250.00:** 10% Fee ($25.00) + $3.99 Flat Fee = **$28.99 total service fee**.

1. Approved Exchange Location:

All in-person pickups are conducted at our singular, pre-approved high-security zone:

- Troy Police Department Parking Lot – Safe Exchange Zone:
  (500 West Big Beaver Road, Troy, MI 48084)
- Any request to meet at a location outside the Safe Exchange Zone above will be processed as a delivery. The order will be subject to address verification and standard delivery fees in accordance with our Delivery Policy.

2. Identity Verification Protocol:

To ensure secure order handover and protect customers from unauthorized pickups, Axia Trading Network requires a quick verification at the time of exchange. Customers may verify their identity by **either**:

- Displaying the **live order confirmation screen** within our chat, **or**
- Verify the last 4 digits of their order number.
- Presenting a **valid government-issued photo ID** (visual check only)
- **Authorized Pickup (With Prior Approval):** If the buyer wishes to authorize another individual to pick up the order, this must be arranged in advance. The authorized individual must verify the last 4 digits of the order number or display the live order confirmation screen. Axia Trading Network reserves the right to decline any handover if verification cannot be completed.

Note: Axia Trading Network **does not** scan, photograph, or store identification under any circumstances. Verification is used solely to confirm that the correct customer is receiving the order.

3. Arrival & Vehicle Coordination:

The Troy Police Department parking lot is an active civic space. Upon arriving at the designated Safe Exchange Zone, please message our team with your vehicle's make, model, and color. This allows our courier to immediately identify your vehicle and conduct a swift, efficient handover.

4. Pickup Window & Timing Expectations:

Pickups must occur within the mutually agreed-upon time window confirmed in chat. Early arrivals may be asked to wait until the scheduled time, and late arrivals may require rescheduling based on courier availability.

5. No-Show & Late Arrival Policy:

a. If a customer does not arrive within **15 minutes** of the scheduled pickup time and no communication is received, the appointment will be marked as a no-show. The order may be rescheduled at Axia Trading Network's discretion. We reserve the right to convert the order to delivery, subject to address verification and standard delivery fees. If the customer declines delivery, the order may be canceled. In the event of cancellation due to a no-show, a **$10 or 25% of the total order value (whichever is greater)** will be deducted from the refund to cover time and operational costs.
b. **If Axia Trading Network is more than 15 minutes past the agreed-upon time,** We will notify you immediately in chat. To make it right for keeping you waiting, a **$5 courtesy credit/refund** will be applied directly to your account or transaction, whether you choose to wait or reschedule the handover.

6. Safety & Conduct:

Axia Trading Network reserves the right to decline or discontinue a pickup if circumstances, or customer behavior is deemed unsafe, inappropriate, or inconsistent with our safety standards. All interactions must remain respectful and professional to ensure a secure experience for both the customer and our logistics team.

1. Fulfillment & delivery Policy/ disclaimer

1. Axia Trading Network provides delivery only to the cities listed in our service area in (Table 1) below. As we grow more cities will be covered.
   Orders placed outside these cities are not eligible for delivery. We reserve the right to decline delivery to any address that falls outside our defined service area or to any location that is unsafe, inaccessible, or not suitable for delivery. Service availability is based solely on location, distance, and applies equally to all customers.
2. If your address falls outside the service area, we offer nationwide shipping through USPS/UPS. Please check our Shipping Policy for details.
3. For apartment complexes or secure office buildings, deliveries are made to the main lobby or front entrance only unless arranged otherwise in advance.
4. Axia Trading Network prioritizes safety. In the event of severe weather or hazardous road conditions, deliveries may be rescheduled. We will notify you of any delays.
5. **Business Hours:** We are available to receive messages and prepare orders **Monday through Friday, 9:00 AM – 5:00 PM**. Orders or inquiries received outside of these hours will be addressed the next business day.

6. **Order Processing Policy:** To ensure the highest quality of service, we do not process same-day orders. All requests submitted will be reviewed and scheduled for delivery the following business day, or by a previously agreed-upon time. **Please note: We begin preparing your order only once payment has been cleared.**
7. If you will not be home during your delivery window, please provide a safe drop-off location (e.g., front porch, side door). Axia Trading Network will send a photo confirmation in chat immediately upon drop-off.

Table 1			
Auburn Hills	Berkley	Beverly Hills	Birmingham
Bloomfield Hills	Clawson	Clinton Township	Farmington
Ferndale	Hazel Park	Keego Harbor	Madison Heights
Rochester	Rochester Hills	Royal Oak	Shelby Township
Sterling Heights	Sylvan Lake	Troy	West Bloomfield
Utica	Coming Soon	Coming Soon	Coming Soon

2. Terms of Service

Axia Trading Network is committed to straightforward, transparent delivery pricing. The flat rate you see below is exactly what you pay. We do not add unexpected service fees or mandatory driver gratuities. “Tips are appreciated but not mandatory”

a. Convenience & Service Fee Structure

To provide a premium, white-glove shopping experience, our 3 Tiers fee structure is based on your total order value, including taxes:

Effective: July 5, 2026

- **Order Subtotal ($35.00 – $99.99)**: Includes applicable taxes;
  Service fee is 13% of subtotal + $3.99 flat fee.
- **Order Subtotal ($100.00 – $199.99)**: Includes applicable taxes;
  Service fee is 15% of subtotal + $2.99 flat fee.
- **Order Subtotal ($200.00+)**: Includes applicable taxes;
  Service fee is 15% of subtotal + $1.99 flat fee.

Note: A minimum order subtotal of $35.00 (including taxes) is required for all deliveries.

Quick Fee Examples

Order subtotals are calculated after applicable taxes.

- **Order of $50.00:**
  - 13% Fee ($6.50) + $3.99 Flat Fee = **$10.49 total service fee**.
- **Order of $150.00:**
  - 15% Fee ($22.50) + $2.99 Flat Fee = **$25.49 total service fee**.
- **Order of $250.00:**
  - 15% Fee ($37.50) + $1.99 Flat Fee = **$39.49 total service fee**.

b. Bulk Delivery Logistics Notice

To ensure operational efficiency and courier safety, all fulfillment under the **Bulk & Heavy Volume** tier is restricted to ground-floor, front-porch, or main building lobby entrances only. Couriers are not authorized to transport bulk weight up stairwells or into restricted-access upper levels. However, with prior agreement, deliveries of bulk or heavy items (e.g., cases of water, pet food) to locations above the ground floor without elevator access are subject to a **$5.00 stair fee per item**. Please notify us of any building access requirements or stairways when placing your order. **Failure to disclose these requirements may result in the delivery being left at the ground-level lobby or entrance.**

c. Order Modifications & Availability

- **Substitutions:** If an item in your order is out of stock, we will attempt to contact you for a replacement. If we are unable to reach you, the item will be removed from your order and the cost will be credited back to your final invoice.
- **Cancellations/Changes:** Orders may be modified or canceled up to 4 hours before your scheduled delivery window. Requests made after this time cannot be guaranteed and may be subject to a service fee of **$10, or %15 of the total bill (whichever is grater)**



5. Payment Policy

At Axia Trading Network, we prioritize a secure and transparent payment process. To ensure efficient service, we operate on a prepaid model.

- Payment Processing: All payments are processed securely via PayPal. You will receive a secure payment link upon order confirmation.
- Prepayment Required: To secure your order, payment must be made in full before we begin the shopping process. We only commence order fulfillment once payment has cleared.
- Best Value Guarantee: We leverage our own memberships at local retailers to ensure we secure the best possible deals and pricing for your order.
- Procurement: Axia Trading Network utilizes our own payment methods to purchase your items at the retailer.
- Documentation: Once delivery is complete, we will provide you with a digital summary of your order. Please note that as we retain the original store receipt, this document is for your personal records only and does not contain the information required for retail returns.
- Refunds will also be issued through PayPal only.



Return & Exchange Policy for delivery:

At Axia Trading Network, we provide a premium, white-glove shopping experience. Because we act as your personal shopper and courier, all items delivered are considered final sale.

- **No Returns:** Axia Trading Network does not facilitate returns, exchanges, or refunds for any items once they have been delivered.
- **Final Sale:** Because we retain the original store receipt, which contains the scannable barcode required for returns, items are not eligible for return by the customer.
- **Documentation:** We provide a digital copy of your purchase summary for your personal records within 24 hours. The document will not a valid receipt for store returns.



📍 Term of service:

To remain consistent with our values and operational focus, our shopping services are limited to items that align with Axia Trading Network's standards. For this reason, we implemented the following service exclusions:

1. Purchase/ delivery of Pork products or alcoholic beverages.
2. Age-Restricted Items: Tobacco products, nicotine, and vaping supplies.
3. Controlled or Regulated Substances: Purchase or delivery of prescription medications or any controlled substances.
4. High-Value or Fragile Items: Extremely high-value (e.g., jewelry, electronics) or highly fragile (e.g., glass ornaments) that could be difficult or costly to replace if damaged during transport.
5. Live Animals: The purchase or transport of live animals (including pets or livestock).
6. Hazardous Materials: Flammable, corrosive, or otherwise classified as hazardous materials.