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How long does delivery take for physical rewards?

Vi Viphawee - 2026-04-22 - [Comments \(0\)](#) - [IX Loyalty Program](#)

□ How long does reward delivery take?

Delivery may take **up to 4 weeks***, depending on:

- Your delivery location
- Logistics and courier services
- Product availability

**Delivery timelines are estimates and may vary due to customs clearance, public holidays, or unforeseen logistical delays.*

□ Need assistance?

If you have questions about your reward delivery status, please contact our Support Team via:

- □ Live Chat
- □ support@infinox.com

Our team will be happy to assist you.