

Cybershop Shipping Policy



CARRIERS:

- **CYBERSHOP ships via Registered Courier Only. Tracking details are available by request.**
- CYBERSHOP uses a variety of carriers to deliver orders worldwide; carriers we use are as follows.
 - DHL Express: World Wide Express (Air), and limited Domestic Air Express deliveries.
 - Toll Priority: Overnight Air Express and Road Express Services within Australia
 - Toll FAST: Same Day Local Freight within Perth Metropolitan Area (No tracking details available for this courier)
 - Couriers Please: Local Same Day and Australian off-peak Services only.

Large orders (pallets) may be split up in to multiple consignments or a freight forwarder may be used for large orders travelling overseas. Cybershop will make every effort to inform the customer prior to shipping of the exact carrier chosen for their freight transit and the ETA for delivery.

HOW WE CALCULATE SHIPPING WEIGHT:

Cybershops freight carriers use a volume over scale weight calculation to arrive at a billable weight for an order. The calculation is slightly different for each carrier, for simplicity Cybershop uses a calculation that assumes that 1 cubic meter weighs exactly 250KG or its scale weight if greater.

The calculation for determining shipping weight is as follows:

$(\text{Package Length (m)} * \text{Package Width (m)} * \text{Package Depth (m)}) * 250 = \text{Volumetric Weight in KG.}$

You can also calculate using dimensions in Centimeters using $((L * W * D) / 1000000) * 250 = \text{KG}$

Example: Order contains 2 laptops, with each one being in a box with dimensions 45x35x8 in Centimeters weighing 2.8KG each.

$(0.45 * 0.35 * 0.08) * 250 = 3.15\text{KG per box, 2 boxes (one per laptop)} = 6.30\text{KG.}$

Actual Weight = $2.8 * 2 = 5.6\text{KG}$, volumetric weight is higher so the order's shipping billable weight will be 6.30KG.

Our shopping cart makes every effort to account for volumetric weight when calculating shipping for an order. However in some cases for some destinations a manual calculation may be required.

CHARGES:

Shipping cost for an order is calculated at checkout online or manually by a staff member in store. Shipping prices online will automatically exclude items from the shipping quote which have promotions that include free shipping. The price for shipping will be added to the order's subtotal at checkout.

- Orders that are destined for a domestic Australian address will have GST applied to the cost of the freight automatically.
- Orders that are travelling to international destinations will not attract GST on the freight cost only.
- CYBERSHOP cannot be held responsible for Customs clearance fees and taxes at the destination country. Our courier will contact the receiver directly if payment of additional fees and taxes are required.

DESTINATIONS:

Cybershop delivers orders to most countries around the world, international transit times can be up to 12-15 days from date of dispatch dependent on destination zone and location.

- Example 1: International orders heading to South America or West Africa may take 7-12 business days.
- Example 2: International orders heading to metropolitan areas in Singapore or select countries in Asia are generally overnight services.

Australian Domestic orders have varying transit times based on the level of service requested by the receiver.

- Air Express: 1-2 Business Days
- Road Express: 1-9 Business Days
- Road Off-Peak: 2-12 Business Days

Regional destinations could add up to 3 Business days to the above transit times. In most cases a delivery ETA date will be available via the consignment tracking page soon after dispatch.

International orders are subject to customs clearance at both the Australian and the destination Country ports. Cybershop will value the order at the order's sale price not including shipping. The receiver will be liable for any duties and taxes levied by their destination country's customs and border control.

TOSHIBA WARRANTY COURIER:

Toshiba Australia provides a warranty courier collection service for laptops within Australia that is covered under warranty. To use this service a customer's equipment **MUST** be made by Toshiba, Sold in Australia, and under manufacturer's warranty. Neither Toshiba nor CYBERSHOP can accept responsibility for laptops damaged in transit due to poor packaging. Toshiba uses standard registered couriers of their choice to collect the laptop and transport it to our service centre. Please see below for suggested minimum packing requirements.

- Original manufacturer's box with all internal packing materials is the best form of packing for transport.
- If you do not have the original box please follow the below packing instructions.
 - The laptop should have at least 2-4CM of padding on all sides.
 - If including the laptop's charger with the laptop, pad the charger separately to the laptop
 - Chargers and other accessories should be placed on the side of the laptop, never on top or underneath
 - **The equipment after having adequate padding listed above should then be placed in a sturdy box.**
- The following are examples of **unsuitable packaging**, use of these packing methods is considered to be **at the customer's own risk**, any damaged caused in transit **will not be covered** by Toshiba's Warranty Policy.
 - The laptop with charger by itself without any box or padding
 - The laptop in a laptop bag with AC adapter on top of screen or inside outer pocket facing the LCD panel side of the laptop
 - The laptop loosely packed inside a box without any padding.

To use this service, the customer must contact our service team by email and provide the following information.

- Laptop Model Part Number (12 character starting with P and a hyphen (-) in the middle) Example: PXXXXX-XXXXXX
- Laptop Serial Number
- Toshiba Phone Support Case Number (if you have one)
- Brief Symptoms or Fault Description
- Collection Address
- Desired Collection Date & Time.
- Contact Person at collection address. Example: Contact: Jane Smith at Reception
- Contact Person's Phone Number

Once processed you will receive an email with a Job Number, Please write this number on the outside of the box, failure to do so may cause delays with processing the warranty claims.

SERVICE JOB COURIER COLLECTION:

CYBERSHOP offers a courier collection service for transportation of equipment to our service centre for inspection out of warranty. To use this service, the equipment does not have to be purchased through CYBERSHOP. Charges for the courier service will be added to the cost for repair or the general assessment fee. Please refer to the below packing instructions as CYBERSHOP or it's courier service cannot be held liable for physical damage sustained to equipment in transit due to poor packaging.

- Original manufacturer's box with all internal packing materials is the best form of packing for transport.
- If you do not have the original box please follow the below packing instructions.
 - The laptop should have at least 2-4CM of padding on all sides.
 - If including the laptop's charger with the laptop, pad the charger separately to the laptop
 - Chargers and other accessories should be placed on the side of the laptop, never on top or underneath
 - **The equipment after having adequate padding listed above should then be placed in a sturdy box.**
- The following are examples of **unsuitable packaging**, use of these packing methods is considered to be **at the customer's own risk**, CYBERSHOP or our courier service **cannot be held liable** for any damaged caused in transit **when using these forms of packaging**.
 - The laptop with charger by itself without any box or padding
 - The laptop in a laptop bag with AC adapter on top of screen or inside outer pocket facing the LCD panel side of the laptop
 - The laptop loosely packed inside a box without any padding.

Once processed you will receive an email with a Job Number, please write this number on the outside of the box, failure to do so may cause delays with processing the service job. Pricing for using the courier collection service varies based on the customer's location. By default we will use a road express courier service unless otherwise requested by the customer at time of booking.

A full copy of this policy is available upon request.