



FAQ – Drop Shipping

Q. What is drop shipping?

A: Drop shipping is a form of delivery method used by businesses to speed up and reduce freight costs for their customers. Your order will be shipped directly from our manufacturers or suppliers warehouse to your nominated address eliminating the need for redirection by EYO.

Q: Can I have my order drop shipped to a residential address?

A: Yes. Once your delivery details have been confirmed, EYO will instruct its supplier to ship to that address whether it be residential or a business address.

Q: Do I need to be home to accept my delivery?

A: You will be required to have somebody at your nominated address to sign for the delivery. No delivery will be left unless a signature is obtained.

Q: What happens if no one is at the address to accept the delivery?

A: Your order will be returned to EYO or its suppliers. You will be required to pay for any additional costs involved in the redirection or redelivery of your consignment.

Q: What happens if my parcel is damaged or lost during the delivery process?

A: As with all deliveries, the retailer is obligated to provide a product that is in good working and cosmetic condition (unless otherwise stated at time of purchase). The receiver is under no obligation to sign for a parcel that appears damaged or incomplete. You must however report this immediately to EYO. Missing parcels will be replaced by EYO upon confirmation with the freight company.

THE WEBSITE:

Q: Why is there a separate EYO Drop shipping website?

A: This enables EYO to offer all of its customers a very broad range of products without the need to hold the items in stock at our warehouse. Not only does this help customers in the selection of their IT/PC needs, but it also helps with the efficiency and costs involved with providing more products. www.eyo.com.au still remains our core business but with the additional ability to provide its customers the complete catalogue of products.

Q: Can the drop shipping website be used in conjunction with EYO's retail website?

A: If you require a product from the standard EYO website and also a different product from the drop shipping website you will be required to place two separate orders. Customers will log in using the same customer details on both websites however the orders for each website will be processed individually.

Q: How do I use the drop shipping website?

A: Please visit www.eyo.com.au and select the hyperlink provided at the top of our web page. "EYO drop ship" will take you directly to the drop shipping website. You will then need to:

- Login using your registered customer number and password / email address.
- Select your products and use the BUY function for each product. Each purchased item will be placed in your shopping trolley until checkout.
- Checkout your order using our automated checkout procedure
- Confirm your billing and payment details
- Confirm your order.
- Print or save your order confirmation for your records.

Q: What can I do if I cannot understand the procedure for ordering on either of EYO's websites?

A: Please contact the EYO sales staff team on (02) 9790 8822 or send us an email at sales@eyo.com.au EYO staff will be happy to assist you place an order.



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Q: What if I cannot find the product I require on either of your websites?

A: Please send us an email to sales@eyo.com.au for further assistance.

Q: If I would like to purchase multiple units of a single item can I get a better price?

A: EYO would like to help out its customers with competitive pricing. If you require a better price please email or phone the EYO sales team to discuss pricing options. It is not always possible to provide a better price however we will provide this where available.

Q: How do I know if the item is in stock at your suppliers?

A: Please use our stock level indicator located on the product description page. This can be located just above the product features text box. A positive (+) symbol indicates that stock is immediately available for purchase. A minus symbol (-) indicates the quantity of this product that is on back order. This generally means that the item is not immediately available from the supplier.

Q: Does EYO price match with its competitors?

A: No. EYO does not provide price matching at the moment.

SHIPPING:

Q: Can an item from your drop shipping website be picked up from your warehouse?

A: No it cannot. If you wish to purchase an item found on our website but you wish to pick the order up, please contact our sales team at sales@eyo.com.au or call us on (02) 9790 8822 for further assistance.

Q: How much will shipping be for my order?

A: Our websites can calculate shipping costs based on the weight and destination of the products without the need to pre register or to login.

- Simply select the item you wish to purchase and put it in your shopping trolley.
- Insert your postcode and click on calculate shipping costs.
- Enter your preferred delivery method and select continue.
- Your freight charges and summary will now be displayed.

Q: Will I be provided with a tax invoice for my purchase?

A: Yes. Once payment has been received and your order has been shipped, EYO will send a completed tax invoice by mail.