

# FAQ-Order Issues

## 1. Pre-Sale

### 1.1. What is the TVC Mall process like?

Our process begins with carefully choosing the products we stock at TVC Mall. Our skilled sourcing team sets out to find the best products (specifically, ones that sell well) from 1000 suppliers. While our sourcing team is hard at work, our sales team provides one-on-one customer service to our clients to ensure they choose and customize the best possible TVC Mall products for their businesses. Next, our supply chain staff prepares each order, and our logistics team arranges delivery.

### 1.2. Which shipping method should I choose?

We offer several shipping methods and we recommend DHL, UPS, or FedEx. You can select the most appropriate one according to your address and time limit requirement.

Shipping Methods	North America	South America	Europe	Oceania	Russia	Asia	Central Europe	Others
China Post	/	15-45 days	15-35 days	15-30 days	20-45 days	15-25 days	15-45 days	15-50 days
EUB	15-30 days	15-45 days	15-30 days	15-30 days	15-30 days	15-25 days	15-30 days	/
PostNL	/	/	/	/	/	/	/	15-45 days
YunExpress	7-15 days	7-25 days	7-20 days	7-20 days	/	7-15 days	7-20 days	/
FedEx	5-8 days	5-15 days	5-9 days	5-12 days	/	5-9 days	5-9 days	8-15 days
UPS	5-12 days	10-20 days	5-12 days	8-12 days	/	5-12 days	5-10 days	6-12 days
DHL	4-11 days	9-20 days	4-11 days	4-12 days	/	5-11 days	5-9 days	5-12 days
SEA	40-60 days	40-60 days	40-60 days	20-40 days	/	40-60 days	10-30 days	40-60 days
AIR	/	15-20 days	15-20 days	15-20 days	/	15-20 days	15-20 days	15-20 days

\* This chart is only for reference. Delivery time can be affected by many factors.

### **1.3. How soon will my order be shipped after the payment is received?**

Your order will be processed, prepared, and sent out within 1-3 business days after payment is received. We will provide you with the tracking number once your order is sent out.

## **2. During The Sale**

### **2.1. How long is the production/order preparation process?**

Your order will be processed, prepared, and sent out within 1-3 business days after payment is received. We will provide any updates along the way, and will send tracking information once your order is sent out

## 2.2. When will my package arrive?

Delivery usually takes 5-7 business days (after payment and processing) if delivered via FedEx, UPS, or DHL, and 12-15 business days (after payment and processing) if delivered via Yun Express. The exact time depends on the delivery address and shipping method.

Shipping Methods	North America	South America	Europe	Oceania	Russia	Asia	Central Europe	Others
China Post	/	15-45 days	15-35 days	15-30 days	20-45 days	15-25 days	15-45 days	15-50 days
EUB	15-30 days	15-45 days	15-30 days	15-30 days	15-30 days	15-25 days	15-30 days	/
PostNL	/	/	/	/	/	/	/	15-45 days
YunExpress	7-15 days	7-25 days	7-20 days	7-20 days	/	7-15 days	7-20 days	/
FedEx	5-8 days	5-15 days	5-9 days	5-12 days	/	5-9 days	5-9 days	8-15 days
UPS	5-12 days	10-20 days	5-12 days	8-12 days	/	5-12 days	5-10 days	6-12 days
DHL	4-11 days	9-20 days	4-11 days	4-12 days	/	5-11 days	5-9 days	5-12 days
SEA	40-60 days	40-60 days	40-60 days	20-40 days	/	40-60 days	10-30 days	40-60 days
AIR	/	15-20 days	15-20 days	15-20 days	/	15-20 days	15-20 days	15-20 days

\* This chart is only for reference. Delivery time can be affected by many factors.

## 2.3. I decided I want a different product. Can I change my order?

a. Orders not shipped yet: Surely, you can edit the order. Could you please contact the Sales manager and confirm the product you'd like to replace in your order, as well as the new item and quantity you'd like?

b. Shipped orders: I'm so sorry, your order has already been delivered to the shipping agent, so we're not able to update the products in your order

## **2.4. Can I use my own packaging?**

Surely, would you like to send your packaging to our warehouse, or would you like us to help you create custom packaging? We provide custom labeling services for USD 0.03 per unit, and can also work with you to create a custom packaging design.

## **2.5. Can I cancel my order?**

- a. Cancelable orders: you can cancel your order before items are customized or packed. Your Sales manager is always ready to help.
- b. Non-cancelable orders: Sorry, you cannot cancel orders that have been customized, packed, or shipped.

## **2.6. I forgot some items, can you add them to my original order?**

a. Before shipping, we can do that for you! Please let me know which items you'd like to add to your order. Additionally, please note: Your shipping fee will increase, as will your total bill, to reflect these additional products. Please see below for reference. We will try to the best of our ability to send your order out as it was originally scheduled.

b. For shipped orders, I'm so sorry, since your order has already been delivered to the shipping agent, we're not able to adjust your order at this late stage

## **2.7. How do I track my order?**

You can track your order either on the TVC website or the shipping company's official site.

- a. TVC-Mall: Log in to your TVC account. Find 'Track your order' on the top of the homepage, or go to 'My Order' to track.
- b. Shipping company's official site: Go to 'My Order' and check the tracking number and shipping company. Simply copy and paste the tracking number to the shipping company's site, and you'll know where your order is!

## **2.8. Can I change the shipping address?**

If orders are not shipped yet, you can contact the Sales manager. We will update your correct shipping address in our system.

## **2.9. Do you test TVC Mall products before sending them out?**

Yes, we always double-check every product before shipping.

## **2.10. My order has been in customs for 3 days. What should I do?**

Don't worry, this is normal for a customs inspection. The employee of the shipping company should contact you if any additional documentation is required. Contact your Sales manager, and we'll send you the relevant documents as soon as possible.

## **2.11. Do I have to pay taxes?**

The prices displayed on our site are tax-free, which means you may be liable to pay for duties and taxes once you receive your order. Import taxes, duties, and related customs fees may be charged once your order arrives at its final destination, which is determined by your local customs office. Payment of these charges and taxes is your responsibility and will not be covered by TVC Mall. TVC Mall is not responsible for delays caused by the customs department in your country. For further details about these charges, please contact your local customs office.

## **2.12. Why haven't I received the order confirmation email/shipping notification message from TVC Mall?**

- a. If you placed an order as a guest instead of registering with us in the first place, you will not receive it as guest checkout does not require that you provide a contact email address.
- b. If you placed an order with a registered account and still didn't receive our emails, please check your email trash box and spam folder. If still nothing, please contact our sales related to your order.

## **3. Post Sale**

### **3.1. I'm not happy with the quality of part of my order. What should I do now?**

I'm sorry to hear that. Can you please contact your Sales manager and provide proof of damaged products (such as pictures) ? We'll assist you with return and refund. Once we receive and confirm returned products, we will send you a new replacement product, or refund. We're sorry for this inconvenience, and we'll be sure to more thoroughly check all products prior to shipping on future orders.  
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### **3.2. I want to reorder a product, but it's out of stock or can't be found on the website.**

Sorry this product is currently unavailable. Can you contact the sales manager, providing with the product information and the number of units you'd like to order?

**3.3. I noticed the price dropped on a product after I received my order. Can you refund me the difference?**

Sorry that we cannot refund the difference. The price of this product has changed to take into account certain factors like the cost of material in the market, the changing currency rate, etc.

**3.4. I no longer need the products I ordered. Can I return them?**

Yes, you can most certainly return the products you don't need, but please note that, because this return request is not related to the product's quality, the customer is responsible for return shipping fees. Here is our complete [Return Policy](#), for your reference.

**3.5. I would like to reorder a product.**

That's great! You can either place your new order through your TVC-mall.com account if you have one or contact your Sales manager to help you place the new order. Simply provide the specific product you'd like to reorder and the number of units you'd like.