



1. FAQ - Payments:

This FAQ lists topics related to payment questions, issues or problems you might have. If you can't find the information you're looking for here, don't hesitate to get in touch by email, online chat- or we can call you when it's convenient.

Which currency is used for payments?

You pay the retailer in the currency of their country (e.g. US retailers will charge in dollars). When you view your Borderlinx account, you will see the duty, tax and shipping charges shown in the local currency for the country from which you bought the goods. This allows you to add the shipping, tax and duty charges to the price of your goods to calculate the full delivered costs.

You can also opt to see the costs converted to your local currency, using the conversion rate of the day, so for example, UK customers will see their charges in UK Sterling and Malaysian customers will be shown in Malay Ringgit. Please bear in mind that your bank or credit card company may use a different exchange rate and that exchange rates may vary from day to day.

Can I pay US stores with a non US credit card?

- *Using a non US credit card*

Check whether the store accepts non US credit cards when you checkout from their site. Some stores (e.g. zappos.com) will ask you to fax them a copy of your credit card along with a photo i.d.

- *Pre-Paid Cards*

Search the web for companies providing pre-paid or top-up credit cards. Buy one and have it registered to your Borderlinx US shipping address.

- *Virtual Gift Cards*

You can buy virtual gift cards of various values from many department stores with your non US credit card. Remember to provide your Borderlinx US shipping address when completing the store's registration

- *PayPal*

An increasing number of shops are accepting PayPal.

- *Phone Payments*

Many shops will let you pay by phone with a non US credit card so long as you have a US shipping address, provided by this Globeshopper service.



Can I get an invoice for my shipping charges?

A printable invoice for your shipment is available when you log in to your Borderlinx account and click on 'Delivery Status' - just click on 'Invoice' next to the POD number.

What happens if the customs payment is wrong?

We assess the value based on the invoice from the retailer.

If you can prove that the value needs to be changed, please email a copy of the order confirmation from the merchant to csrep@borderlinx.com *before you authorise shipment*, and we will sort it out.

Please note that we are unable to change any values after you have authorised us to send the shipment.

Do I have to pay taxes?

There will be up to two types of taxes which you might have to pay.

The first will be the Sales Tax pertaining to the United States of America (US). Certain States in the US are tax-free states and as a result no sales tax will be levied on the procured merchandises.

The second will be Taxes payable in India. At present VAT is charged 12,5% for most imports into India

Where can I use my credit card for online purchases?

Residents can use International Credit Cards on internet for any purpose for which exchange can be purchased from an authorised dealer in India, e.g. for import of books, purchase of downloadable softwares or import of any other item permissible under EXIM Policy.

International Credit Cards cannot be used on internet or otherwise for purchase of prohibited items, like lottery tickets, banned or proscribed magazines, participation in sweepstakes, payment for call-back services, etc., since no drawal of foreign exchange is permitted for such items/activities.

There is no aggregate monetary ceiling separately prescribed for use of International Credit Cards through internet.

2. FAQ – Shipping:



This FAQ lists topics related to shipping questions, issues, problems you might have. If you can't find the information you're looking for here, don't hesitate to get in touch by email, online chat- or we can call you when it's convenient.

What is 'volumetric weight'?

'Volumetric weight' is used in the airline industry to calculate the amount of space an item will require in an aircraft versus its dead (or actual) weight. As an example, 5kg of polystyrene beads will require much more space than 5kg of golf balls.

Volumetric weight is calculated as follows:

- The measurements of height, width and depth of the article are multiplied together to produce a total figure
- This total is then divided by either 305 (if your original measurements were in inches) or by 5000 (if your original measurements were in centimetres)
- The resultant figure is the volumetric weight, expressed in kilos

Compare the 'volumetric' weight with the dead (or actual) weight. Shipping will be charged on the basis of the heavier of the two weights.

For example, a delivery can have a 1kg dead (or actual) weight, but the dimensions of the delivery are 14 x 12 x 6 inches:

- 14 x 12 x 6 inches multiplied together = 1008
- 1008 divided by 305 = 3.30kg volumetric weight
- The shipping charge will be based on the volumetric weight of 3.30kg, **not** the 1kg dead weight.

Do I really have to pay tax and duty?

If you purchase goods from the US through the Internet you should be aware that Customs duty and VAT will be payable, as follows:

For imports into India goods may be charged Import Duty and will be charged VAT at 12.5%

Note: Some unscrupulous overseas suppliers openly advertise on the Internet, or on their web-sites that they will deliberately either mis-describe items or under-declare their value in order to evade customs charges that are legally due on importation. You should be aware that although the foreign sender may have completed the customs declaration form on the parcel you are regarded (in law) as the importer of the goods and responsible for the information on the declaration, and any customs charges that may be due. This means that if you purchase goods from these suppliers and the declaration is found to be false or misleading you may be liable to financial penalties or criminal



prosecution. Furthermore the goods themselves will be liable to forfeiture. It is in your own interests to ensure Customs declarations are completed properly.

What is Customs Duty?

- **Customs duty is a tax charged on goods transported across country or domain (like India) boundaries.**
- **Once duty is paid, the goods may be imported**

What goods are subject to Duty & VAT?

All imported goods must be declared to the Customs & Excise authorities on entry and, in most cases, are subject to customs duty & VAT. This includes goods bought over the Internet.

What is the rate of Duty?

- **Rates may vary from time to time, often subject to annual review and the government budget cycle and are published in a Customs Tariff issued by each country.**
- **Duty is usually percentage based, and averages between 5-9% with extremes of nil and 85%.**

What is the value for Duty?

Customs assess the amount of Duty to be paid based on the declared value of the goods plus the transport costs to the country of destination.

What is the value for VAT?

The value for VAT is the declared value of the goods plus the transport costs to the country of destination plus the customs duty.

Example of Duty calculation for India import

- **Purchase: Mountain tent - complete**
- **Value of goods = \$350**
- **Shipping charge = \$100**
- **Total value for Duty \$450 * 5% Duty = Total Duty charge = \$22.50**

Example of VAT calculation for India import

- **Value of goods = \$350 +**
- **Duty charge \$22.50**
- **Total charge for VAT = \$372.50 x 12.5% = Total VAT charge = \$46.56**



Therefore the total import Duty and VAT import fees payable on import of these goods would be \$69.06.

Who is liable to pay Duty and VAT charges?

The person receiving the shipment is legally obliged to pay Duty and VAT but Borderlinx pay the Customs authority on your behalf on import.

Can I recover the Duty and VAT charges from Customs?

If you are VAT registered you may be able to recover the VAT. But Duty and administration costs are not recoverable.

How do I track my shipment?

We'll email you as soon as your goods have arrived at your Borderlinx address and you can then either choose to have them prepared for shipping by DHL straight away or wait until other purchases have arrived and send them all in the same parcel. Depending on the level of service chosen, it takes 2-8 working days to prepare the customs documentation, pack your goods for air freight clearance through customs on your behalf, and for your shipment to arrive at your address.

You can track the status of your order by choosing Delivery Status and clicking on the DHL link for the shipment you are tracking.

How long does delivery take?

When you order your goods from the US website, the retailer will normally take 2-3 days to deliver it to your US address.

Borderlinx will consolidate your shipments and ship when you instruct; please then allow 2-8 days (depending upon the level of service you have chosen) for your shipment to arrive at your address.

The longest part of the delivery process is often the final mile of delivery to your address.

If you are normally out during the day, we can deliver your shipment to your place of work or to a friend - just complete the 'Delivery address (if different)' section in your personal details. (This alternative address must be in the same country as your registration address).

You can edit your delivery address at any time, by pressing 'Account details' below your Suite Number

How do I change my delivery address?

Log in to your Borderlinx account, and then click on 'My Account'. Scroll down the page and enter the delivery address in the section 'Delivery Address (if different)'.

Remember your delivery address must be in the same country as your registered address.



How do I convert pounds to kilos?

- **To convert lbs to kilos, divide the number of lbs by 2.2046**
- **For example: 22lbs divided by 2.2 = 10kg**

What items can't be delivered through Borderlinx?

Excisable goods, such as tobacco and alcohol.

Flammable goods such as perfumery, hair spray, cigarette lighters, cleaning and toner fluids, eau de cologne, nail polish etc., and the majority of chemicals.

For all countries, please check with your Border Control authorities

But for all countries, they include:

- gold, silver or platinum jewellery
- cash, credit cards or SIM cards
- unlicensed drugs and dangerous chemicals
- offensive weapons
- indecent and obscene material featuring children
- pornographic material
- obscene material depicting extreme violence
- counterfeit and pirated goods
- meat, milk (including cheese) and other animal products, including exotic birds
- firearms, explosives and ammunition
- certain plants and their products
- certain radio transmitters and cordless phones not approved for use in your country
- Dress materials/ready made garments fabrics/textile items with imprints of excerpts of verses of the holy Koran
- Certain Aqua products
- Human Skeletons
- Blood plasma and products derived from human blood, except gamma globulin and Human Serum
- Wood and Wood Products, sandalwood in certain forms, Red-sanders wood
- Vintage Motors cars and motorcycles, parts and components thereof manufactured prior to 1.1.1950.
- Batteries

Follow [this link](#) to view a typical list of restricted and prohibited goods on a carrier's website.

We will advise you that we have received prohibited goods at our facility but will not be able to ship them. It is then your responsibility to arrange a return or alternative in-country delivery address.

What happens if you receive my goods and they are damaged?

The email advising you of a new delivery to your Borderlinx address will explain that goods were received damaged and - as far as possible - describe the damage. You should then contact the



retailer directly to arrange an exchange/refund and let us know what you wish to do through the Customer Service page.

If you see a 'Damaged' icon against your delivery, you will not be able to have it shipped (ensuring that you don't choose to receive damaged goods inadvertently). If you still want to receive your goods, please contact Borderlinx Customer Service so that we can arrange shipment.

Can you refuse a delivery for me?

We receive deliveries, in bulk, from all the major carriers. At the time of taking delivery it is seldom possible to identify one carton.

We are not able to refuse delivery on request.

Do you offer repackaging services?

We do not offer re-packaging services. We do not advise shipping of Fragile, Special Care or Prohibited items. However, if you need to ship Fragile or Special Care items, please ensure proper packaging by your Sender. If a delivery contains prohibited goods, it is not possible to be split. The whole delivery needs to be returned to the merchant

I can see that my goods have been delivered, but they have not been updated into my suite yet?

Due to the high volume of deliveries we receive at Borderlinx and time differences, please allow one working day for any deliveries to be updated into your suite.

What is the maximum size of package I can receive?

Packages must not exceed 108 x 165 inches / 275 x 419 cms OR weigh more than 150lbs / 68Kgs. If you anticipate that the goods you are ordering could come in a package that is larger/heavier than this, please speak to the retailer to see if they can help to reduce the packaging or weight. Bear in mind that fragile goods such as electronic equipment, glassware etc may come with a lot of packaging so the parcel may be larger than you expect.

How do I calculate my shipping charges in advance?

We encourage customers to familiarize themselves with our charges page, which should help provide a good estimate. Unfortunately, it is impossible to determine the exact charges in advance, as we do not know the size and weight of the parcel coming from the merchant.

Which DVDs are prohibited?

The Customs of the destination country may deny entry on any DVD.

General guidelines:



All G, PG, PG-13 and R (rated for violence/language) are usually permitted

R (rated for sexual content) and NC-17 are more likely to be prohibited

Can I ship Perfumes?

Currently we are not able to ship Perfumes in any amount due to transportation regulations governing our current method of shipping. We anticipate this to be a temporary situation pending an alternative delivery method

3. FAQ - My account

This FAQ lists topics related to Borderlinx account questions, issues, problems you might have. If you can't find the information you're looking for here, don't hesitate to get in touch by email, online chat- or we can call you when it's convenient.

Must I enter my Suite number in the shipping address field when I place my order?

Yes - your Suite number is your unique identifier. The shipping address shown when you click on 'My suite addresses' in your account is the most common address format used by merchants, however, they do vary.

Your Suite Number is very important and you may have to enter your it after your name or in address line 1 depending upon the merchant. Some merchants also do not accept the hyphen (-) between the two numbers, in which case, please enter a space.

How long will you store goods in my Suite?

Your goods will be stored in your Suite free of charge for up to 30 days, after which time they will be automatically sent to you and your card billed.

An email will be sent to you when goods have been in your Suite for more than 20 days.

The estimated value of my delivery is wrong. How can I change it?

Apologies - we do our best, but in the absence of an accompanying invoice sometimes our estimate of the value of your delivery is wrong!

If you would like to change the value of your delivery, please email us a copy of the order confirmation from the merchant, and we will be happy to do so. (Please click on the 'Email' link on the 'Contact us' page.)



Please note that we are unable to change any values after you have authorised us to send the shipment.

Help! I can't get into my account

Make sure you have entered your account number accurately in the format 0000-0000. Enter the number in this way in the login box, including the hyphen (-), then your password and click 'Login'.

If you've forgotten your account number or password [click here](#).

I haven't received an email confirming my registration

Please make sure that your spam filter doesn't blocked emails from us - you should receive an email with your Suite Number and Suite address within minutes of registering (depending on your email system). If you have a spam filter, please make sure it will allow emails from borderlinx.com into your inbox - otherwise we can't let you know when we receive a delivery for you!

If your spam filter is off but you still haven't received a mail from us, please contact csrep@borderlinx.com.

What should I do if I suspect that my password has been stolen?

Please contact us now via live chat or email csrep@borderlinx.com and we will reset your password. We will issue a new password and email it to the email address that you used when you registered with Borderlinx.

Are there any restrictions on joining Borderlinx?

You must be at least 18 years old to join.

How do I let Borderlinx know if I have a problem?

We always welcome feedback on our service. Please email Customer Services at csrep@borderlinx.com or use the chat, email or callback facilities on the [Customer Service](#) page

How do I change my password?

To change your Borderlinx password, please follow the instructions below:

1. Login to your Borderlinx account with your suite number and password
2. Click the **My Account** button and then click on **Change Account Details**
3. Enter your new password in the **New Password** box and then confirm your new password
4. Click **Next** to confirm the new changes.



Why can't I enter my suite number in an online order form?

Your Borderlinx Suite Number is essential to ensure delivery of your goods. Depending on the merchant you are buying from, you may have to enter it after your name, or in address line 1. If you are getting an error message, try replacing the hyphen (-) between the two numbers with a space

4. FAQ - Merchants

This FAQ lists topics related to merchants questions, issues, problems you might have. If you can't find the information you're looking for here, don't hesitate to get in touch by [email](#), [online chat](#)- or we can [call you](#) when it's convenient.

Can I use my Borderlinx address for purchases through eBay in the US?

Yes. You will need to add your Borderlinx address to your postal addresses.

Go to My eBay > My Account > My addresses > click on 'View all postal addresses'.

Add your Borderlinx US address, BUT REMEMBER to untick the box 'Make this my primary postal address', and then click 'Add New Address'.

How do I exchange items?

You need to check the merchant's exchange policy and obtain a 'return to merchant' reference number and returns label. We can then help you with the return, and will charge the shipping cost plus a \$20 (or local currency equivalent) administration fee for handling the customs processes for you.

Please note that shipping charges, duty, tax and other charges may still apply to the replacement shipment. You may be able to get a refund of any duty/tax paid on the initial shipment that is returned, but your border control authority may apply charges.

Can my seller describe the goods as a gift to avoid Duties and Taxes?

No.

It is illegal for sellers to do this, and could result in huge problems with Border Controls, your border control, you, the seller and Borderlinx.

I can't get through to the retailer overseas!

Make sure you are dialling the right number:

- Firstly you need to dial the international dialling access code - usually a '+' or '00'



- Then you need to dial the country code - for example 1 for the US or 44 for the UK

So for example if the US merchant phone number is 213 111 2222 then to dial it from overseas you will need to dial 00 1 213 111 2222

You can find out more about international dialing at <http://www.timeanddate.com/worldclock/dialing.html>

Numbers which begin 1-800 or 800 are free call numbers in the US and do not always work when you dial from outside the US, so you should look for another number on their website.

A delivery has been received for me at the Export Hub - can I return it to the merchant?

To return a delivery in your Suite at the Export Hub, you will need to obtain a Return to Merchant Authorisation from the merchant and advise us of the RMA code.

If the merchant provides free returns we will require an airwaybill or return voucher which is either provided by the merchant when they issue the RMA, or is packed with the goods. Please advise us of these details at the same time as providing the RMAcode. We will charge you a \$20 (or equivalent) handling fee for this service.

If the merchant does not provide free returns, we will charge you a \$20 (or equivalent) handling fee for this service plus local shipping charges as given below. Please note that internal US shipping is based on the dead (actual) weight, not the volumetric weight and in pounds rather than kilos.

Weight (lbs) Shipping charge

1	\$10.53
2	\$12.47
3	\$14.25
4	\$16.26
5	\$18.53
6	\$20.40
7	\$22.50
8	\$24.77
9	\$27.20
10	\$29.38
11	\$31.82
12	\$34.00
13	\$36.02
14	\$37.55
15	\$39.26
16	\$40.96
17	\$42.91
18	\$45.41
19	\$46.87
20	\$48.57



What should I do if my Borderlinx address is not accepted with a US online merchant?

On occasion, when entering your US shipping address at checkout at selected US online merchants, you may receive messaging that indicates that "the street name or number appears to be invalid". If this happens, simply click to submit the address a second time, and the address will register.

FAQ - Other

This FAQ lists topics related to various questions, issues, problems you might have. If you can't find the information you're looking for here, don't hesitate to get in touch by [email](#), [online chat](#) - or we can [call you](#) when it's convenient.

What is the dutiable value for Second hand goods?

The dutiable value for second-hand goods is the price you paid for the goods.

Can I buy direct from Borderlinx?

We don't sell goods - just our wonderful service! Any goods you buy must be paid for directly with the retailer, and your contract is with them. We are responsible for customs processes and payments and for delivering your goods to you

Will electrical products bought overseas work here?

North America operates on 110/125 volt Alternating Current (AC). However, most of the world operates on 220/250V AC. In order to use a North American appliance abroad, it is necessary to convert (or step-down) the 220/250 volts with either a converter or transformer. [Buy here.](#)

Dual voltage/worldwide voltage appliances (i.e. 100/240V, 110/220V or 120/250V) are capable of being used on 110/120V and 220/250V and do not require a converter or transformer - all you may need is the proper adapter plug(s). If you are unsure about your appliance, always check with the appliance manufacturer.

US single volt (i.e. 110/120V) appliances operate only on 110/120 volts and require the use of a converter or a transformer when used in the UK / EU. [Buy here.](#)

A list of international voltages operating in most countries can be found at <http://www.flanagan.com.au/voltages.htm>.



Will you deliver to a PO Box?

No. Most carriers insist on a full delivery address and phone number.

What are the benefits of consolidation?

Shipping rates reduce as shipments get heavier, so you can ship 4 or 5 deliveries more cheaply than you can ship 1.

It may also be more convenient to you to receive all your shopping in one single delivery.