

Order and Delivery

F100320-00



Order & Delivery of 3D Plus

1.1 Types of Models

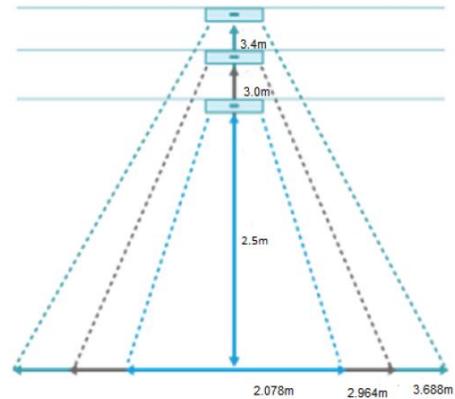
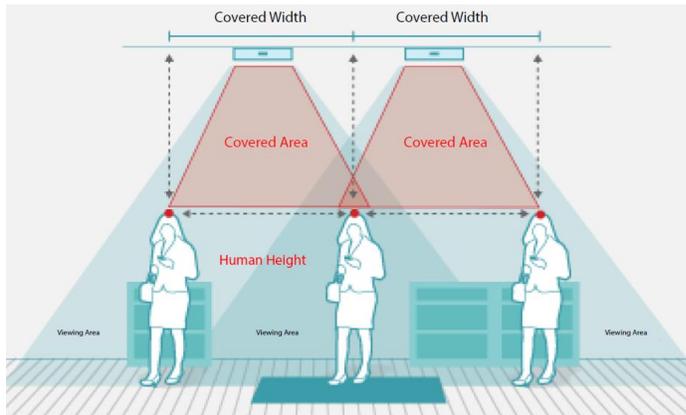
We also have 2 different type of lens. This depends entirely on the ceiling height that of location that intended to install .

- 90 Degree (for ceiling height between 2.4m - 3.5m)
- 65 Degree (for ceiling height between 3.6m - 4.5m)



1.2 Number of Units Required

We developed an advanced calculator to determine the number of units that is required for your store based on the **Ceiling Height** and **Entrance Width**.



1.3 Payment Terms

Number of Units	Payment Term for Authorised Resellers	Payment Term for Others
1 – 50	Upfront Payment	Payment In Advance
51 – 100	80% Upfront and 80% Net-30 Days	Payment In Advance
101+ Units	Net-20 Days	Payment In Advance

Only for authorized resellers which has previously met the sales volume is able to choose payment terms for their next purchase

1.4 Payment Method

- I. Bank Transfer
 - Credit card/ Paypal will available in 2nd page of quotation
 - Kindly bear for any bank chargers as we will **only consider fully paid** when the amount we received in the account is **exactly** as of quotation issued
 - Takes a longer time for Telegraphic Transfer approximately 3-4 days depending on the bank
- II. PayPal
 - Only recommended to use for low number of units (1-20 devices)
 - There would be high PayPal charges incurred to **buyer**
 - Immediate payment, we are able to prepare the units right upon payment

1.5 Production Lead Time

Once an order has been confirmed, there is a production lead time for our devices to process the order and prepare the units, it has to undergo several processes before a unit is ready. Each and every unit produced will be fully tested to minimize the defective units being sent to client. The lead time also depends on the number of units purchased. The table below shows the number of units and the estimated lead time for production respectively.

Production Lead Time	
Number of Units	Days for Production (Upon Order Confirmation and Upfront Payment)
1-50	3-5
51-200	7
201-500	14
501 and above	30

1.6 Delivery Lead Time

Once the units are prepared, it will be shipped out to the designated address provided. Depending on the location of the client, we will be shipping out from the nearest office of ours to reduce delay and transit time to reach our customers. The average delivery time would be within **7 to 14** days, depending on the custom clearance.

After the units are shipped, we will send the **Tracking Details** to receiver, and from there on, it is the **receiver's responsibility to track the shipment** to know the status. An example is shown below for the tracking details, customers will be able to track the progress of the shipment themselves. In the event if any documentation is needed from us, we are reachable at our email at info@doorpeoplecounters.com.

1.7 Courier Service

Delivery Options	Arrival Time	Cost
Standard*	7 to 14 days	Free
Expedited**	Within 7 days (Subjected to clearance)	Customer will have to bear the cost
Customer's Shipping Account	Varies	Courier will be charge customer's shipping account directly

**Standard Delivery option uses fedx, UPS or equivalent courier service*

***Expedited uses DHL or equivalent courier service*

Depending on the region of consignee (receiver), we will be sending out from the nearest warehouse.

1.12 Returns and RMA

RMA process is to help ensure that the user has access to a working camera as quickly as possible. Fill out the RMA forms following and send us a **softcopy** and please remember to attach a **hardcopy onto** the parcel, failure to do so will **void** the warranty and not be considered as a return unit.

Then, your request to have a damaged or defective camera repaired will be sent to our support team for processing.

Once you have shipped them, please update us with the tracking details and courier used. We will send out the replacement unit right after we received the faulty unit.

How to Order

Please fill up this **FORM** and send it to info@doorpeoplecounters.com to place an order.