

SHIPPING FAQ

How you charge the shipping cost?

We charge a flat rate USD \$450.00 per system shipping cost for worldwide shipment (except for territories not covered by DHL). This is to reduce confusion of each different location shipping costs.

Does the flat-rates shipping apply for worldwide?

Yes, except for territories not covered by DHL.

Do you charge Singapore purchase shipping cost?

For Singapore main-land shipping, kindly contact us by phone or email as we do not charge shipping for local shipment. Singapore GST applies for local purchase.

Can I arrange my own shipping?

Yes, you can. If you wish to arrange your own shipping, kindly do not purchase from the online store. Drop us an email on the item you wish to purchase and we will send you another link for payment without the Flat-rate shipping cost. Do take note if you purchasing the Lithium battery system, please inform your shipper regards the lithium battery onboard the system. We will provide Lithium battery MSDS to your shipper.

What is the processing time for the system?

Upon received of payment, typically it takes about 2 to 14 days. Depending on the stock level, in events of parts shortage or Camera/Lens out of stock from Canon Singapore. We will inform you through the purchase information email if there is a delay on the shipment.

What is the shipping time?

The shipping time normally will take around 3 to 7 days by DHL if there is no Customs delay. For Customs delay over the country shipped, the buyer will need to inform us if there is any document needed to clear the shipping. We would not be made known by your country customs, as the shipping document were all buyer information. You may contact us by email for the needed information and document.

Does the shipment cover by insurance for the damage caused by shipping?

Yes, all our shipment by DHL is cover under DHL insurance. If you are using your own shipping company for the shipment, the buyer will have to provide their own shipping insurance.

How do I claim the DHL shipping insurance?

Upon receiver the system by DHL. Check the cargo for damage and take a photo of the damage. You will need to inform the DHL delivery on the spot of the outlook damage if any. Send the cargo damage image to info@prefix.com.sg as soon as you can and we will log in the claim. Once the claim is approved we will follow up with the replacement system or parts that are damaged due to the delivery. All insurance claim is subjected to case by case, do wait for the reply before using the system.

Customs import tax and restriction over some country?

Buyer needs to bear the import tax that applies in their country. In some country, there may be a restriction on the import of product above a certain amount for personal or companies. Please check with the relevant authority in their country before purchase. We do not refund the purchase after cargo shipped out.

Why my country is not on the list?

On the check-out page if you could not find or enter your country, kindly email us your order. This may be due to your country may have some import restrictions on shipping. We will need more information from you before we could approve the sale of the system and shipping the system to your country.

If above shipping FAQ did not answer your question over the shipping, kindly drop us an email on it. We will try our best to resolve it.