

WeDropship

User Manual





Welcome to WeDropship

Empowered by expertise from the OZB Group team, WeDropship is an Australian multi-category wholesaler that strives to provide you a curated, personalised experience that grows your business that is suited to not only your model, but to you.

Our global network of direct relationships with renowned brands means that high quality products are a ready addition to your portfolio; supported by competitive margins, efficient operations, and comprehensive logistics facilities.

At WeDropship, we know what works for the market. Now, we want to know what works for you.

We dropship for you.



PART 1

Registration

Registration

Account
Information

Registration

MY ORDERS | API CONTACT US

WE DROPSHIP Search... SIGN IN REGISTER

BATCH ORDER CONTACT US

Member Login

Email

Password

[Forgot password](#)

Log in

Not a member yet? [Sign up here](#)

1

2

WE DROPSHIP

Shop with Us
New Arrivals
Featured

Support
FAQ
Privacy Policy
Warranty Policy
Terms & Conditions

My Account
My Account

About WeDropship
Why WeDropship
Contact Us

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All Rights Reserved. All brand logos and brand names are the properties of their respective owners.

To have access to WeDropship, you will need to create an account. You can create an account by clicking on either button numbered in the picture.

(1) 'Sign up here' button in the centre under the login button

OR

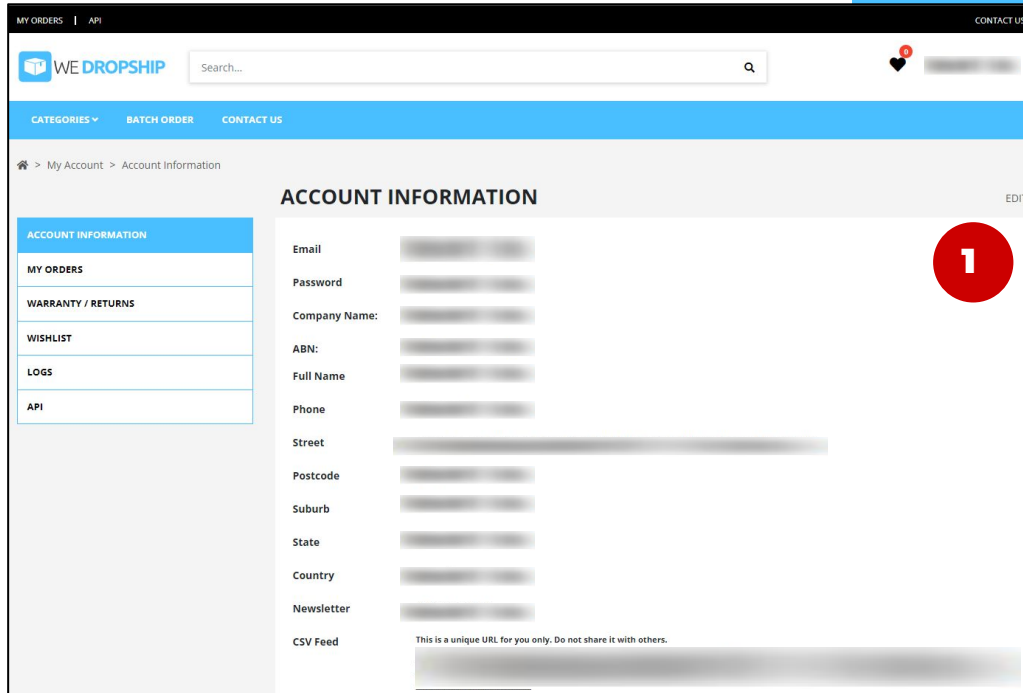
(2) 'Register' button on the website header.

Once you have created an account, your application will be reviewed and approved within 1 to 2 business days if all your information is valid.

After your account has been approved, an email will be sent to you indicating that your account is now ready to use! Once your account has been activated, you can start enjoying the benefits of WeDropship such as gaining access to our price lists, inventory and placing order.

There is no monthly fee, subscription fee or member's fee to create an account on WeDropship. It is completely free to register an account and to get it approved.

Account Information



Basic Information: You will be able to find information pertaining to your account via the 'Account Information' tab.

It will show you details such as email registered, company name, company phone address and many more.

You are also able to make changes to your account information by clicking on the 'Edit' button on the right that is numbered in orange. Kindly note that the details in your account information will also be used for invoicing purposes.



PART 2

Navigation

Website
Navigation

Category Page

Product Page

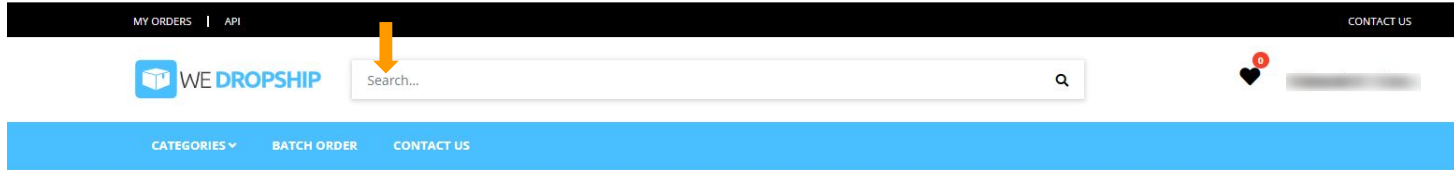
Wishlist

Product CSV
Datafeed

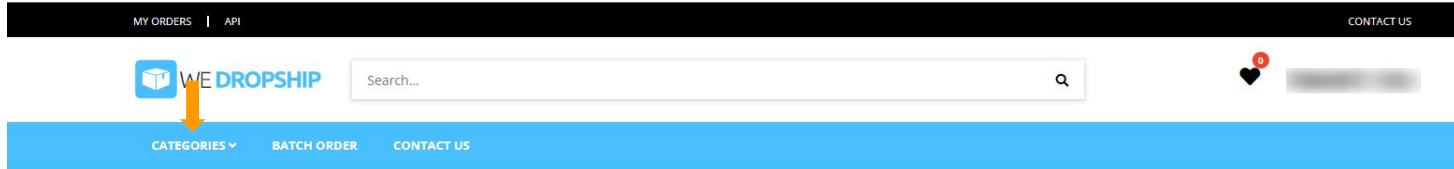
Product &
Inventory Update

Website Navigation

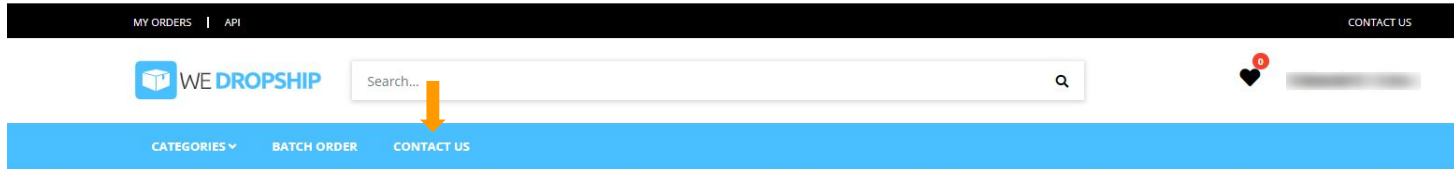
Search Bar: The bar in the middle of the header.



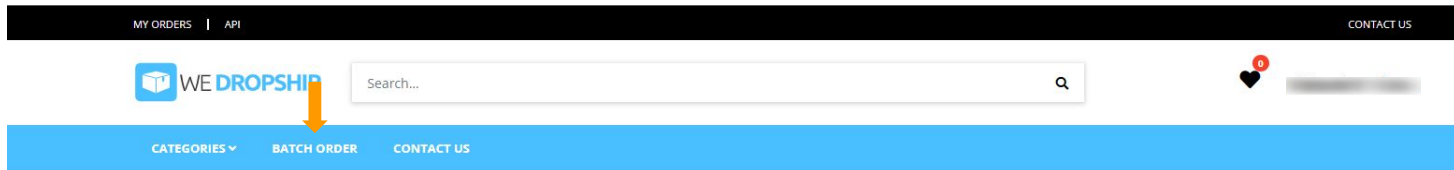
Category: Select a category and browse through products belonging to the selected category.



Contact Us: Contact us for any enquiries.



Batch Order: Located below the search bar; upload your order here.



Category Page

MY ORDERS | API CONTACT US

WEDROPSHIP Search...

CATEGORIES ▾ BATCH ORDER CONTACT US

Computers & Laptops >

Health and Beauty >

Kids and Baby >

Kitchen >

Lifestyle >

New Arrivals

Outdoors and Garden >

Peripherals >

Pet Supplies >

Smart Home >

Sports and Fitness >

Toys and Hobbies >

Featured

Electronic >

Furniture >

Furniture

Home Office
Bookcases
Filing Cabinets
Office Desks

Kid's Furniture

Kitchen & Dining
Bar Stools
Bar Tables
Dining Chairs

Storage and Organisers
Cabinet
Display Cabinets
Shelves

Bedroom

Living Room
Coffee Tables
Entertainment Units
Side Tables

EDIT

- View all categories that are available in WeDropship in the 'Categories' tab found on the website's navigation bar.
- Under the categories tab, you are able to view main categories on the left and the sub categories in detail on the right.

Category Page

MY ORDERS | API CONTACT US

WE DROPSHIP Search...

CATEGORIES BATCH ORDER CONTACT US

> Furniture

FURNITURE (124)

SUB CATEGORIES

- BEDROOM
- HOME OFFICE
- KID'S FURNITURE
- KITCHEN & DINING
- LIVING ROOM
- STORAGE AND ORGANIZATION

FILTER

AVAILABILITY v

PRE-ORDER +

IN STOCK +

PRICE v

\$ Min \$ Max Go

BRAND ^

MPN	Product Name	Price	Stock
HSR40MB	VASAGLE Entryway Hall Tree 183cm	RRP: \$254.95 \$118.97	25
LWD42X	VASAGLE 100cm Computer Desk with 8 Hooks	RRP: \$269.95 \$134.96	19
LWD073B02	VASAGLE L-Shaped Computer Desk	RRP: \$464.95 \$216.97	40
LLS43BX	VASAGLE 4 Tier Slanted Shelf	RRP: \$344.95 \$160.97	29
BT5003B01	VASAGLE Toilet Storage Rack with Shelves	RRP: \$524.95 \$244.97	12
LB575X	VASAGLE 3 Tier Shoe Storage Bench with Padded Seat	RRP: \$277.95 \$129.47	14
LET24K	VASAGLE Set of 2 Side Table with 2 Mesh Shelves	RRP: \$359.95 \$167.97	15
LTV395X	VASAGLE 110cm Entertainment Unit with Open Storage	RRP: \$404.95 \$188.97	24

1. Category name.
2. Product/brand filter.
3. Sort filter.
4. Adjustable number of products/SKUs to show on one page.
5. Number of available stocks for each SKU.

Product Page

The screenshot shows a product page for a VASAGLE 100cm Computer Desk. The page layout includes a navigation bar at the top with 'MY ORDERS | API' and 'CONTACT US'. Below this is a search bar with 'vasagle 100cm' and a search icon. A blue navigation bar contains 'CATEGORIES', 'BATCH ORDER', and 'CONTACT US'. The breadcrumb trail reads: 'Furniture > Home Office > Office Desks > VASAGLE 100cm Computer Desk'. The main product area features a large image of the desk (callout 4), a title 'VASAGLE 100cm Computer Desk' (callout 7), and technical details: 'MPN: LWD40X' (callout 8) and 'SKU: 9101101056470' (callout 9). The price section shows 'RRP: \$284.95' (callout 5) and a sale price of '\$132.97' (callout 6) with 'IN STOCK' (callout 1) in green. A stock indicator shows 'Stock 30' (callout 2). A heart icon for the wishlist (callout 3) and a share icon (callout 1) are also present. Below the main image is a gallery of smaller images (callout 4) and a processing time note: 'Processing Time (Dispatching in): 1-2 business days after payment approval'. The VASAGLE logo is at the bottom right.

View prices, product images, titles, shipping information and more on this page.

1. Stock availability.
2. Number of available stocks.
3. Add to wishlist button.
4. Product images.
5. Recommended Retail Price.
6. Selling price inclusive GST, which is your cost.
7. Product name.
8. MPN.
9. SKU.

Product Page

YOU MAY ALSO LIKE



VASAGLE L-Shaped Desk

SRP: \$329 | **\$164**



VASAGLE 140cm Computer Desk With 8 Hooks

SRP: \$299 | **\$143**



VASAGLE 120cm Computer Desk With 8 Hooks

SRP: \$279 | **\$172**

1

DESCRIPTION

SPECIFICATION

3

2

Features

Industrial Design for Your Office: Overly colourful, crowded offices appear chaotic and inhibit concentration. With industrial style furniture by VASAGLE, you can achieve a uniform, professional look that will keep you productive

Computers, Books, Printers: Thanks to its stable structure, this office desk, which consists of robust and durable particleboard and a 1.2 mm thick steel frame with metal reinforcements, can hold the supplies you need to get your work done during the day

Easy Assembly: Why make things more complicated than they should be? This computer table consists of just a few individual parts: the side frame on both sides comes in one piece so assembly can be done in just a simple steps

View prices, product images, titles, shipping information and more on this page.

1. Suggestion of similar products.
2. Long description of product.
3. Product specifications.

MY ORDERS | API CONTACT US

WE DROPSHIP Search...

CATEGORIES BATCH ORDER CONTACT US

My Account > Wishlist

WISHLIST

- ACCOUNT INFORMATION
- MY ORDERS
- WARRANTY / RETURNS
- WISHLIST
- LOGS
- API

Product Image	SKU	Product Name	Price	Status
	[9101101040472]	VASAGLE Ladder Shelf 5-Tier Rustic Brown LLS45X	\$259.00 \$150.00	IN STOCK
	[5251840002990]	Kingsmith C2 Foldable Walking Pad Blue WP51F C28LEU/00000327	\$999.00	IN STOCK
	[8690402000085]	TOUCHBeauty Soft Silicon Body Massager TB-0826B	\$39.95	IN STOCK
	[5615641011030]	LickiMat Soother Original Slow Food Licking Mat For Cats & Dogs ...	\$16.95	IN STOCK

- All products sold in WeDropship can be added into your account's personal wishlist through the "Add to Wishlist" button that can be found in the product page. (Refer to product page guide)
- Adding products into your wishlist can serve as a reminder for future purchases, a more convenient method to check stock availability and an easier way to find the SKUs that you've been keeping an eye on.
- You can view your Wishlist under the 'My Account' tab in the top right corner.

Product CSV Datafeed

- The CSV feed contains all the products that we currently have on WeDropship.
- Please do note that the CSV feed can be downloaded at **“Account Information-CSV Feed”** under **“My Account”**
- CSV feed is updated every day at 2.00am and 1.30pm AEST. (Refer to image attached)
- You may refer to the description of the CSV feed in the next page.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA
1	SKU	MPN	Name	UPC	EAN	Product C	Brand	URL	Availability	Pre-order	Stock On H	Price (Inc	RRP (Inc G	End of Life	Is Bundle	With Batt	Bulky Iten	Heavy Iten	Weight (k	Length (cr	Width (cr	Height (cr	CBM (m3)	Descriptio	Image Lin	Image Lin	Image
2	7050871019010	UG7427	5 Second I	9328509001207	9.33E+12	PlayMons	https://www.wedro	On hand			39	34.99		No	No	No	No	No	0.33	12.7	5.08	20.32	0.0013		https://d2	https://d2	https://
3	1410401505450	939-00174	ASTRO A1	6920377908935		ASTRO Ga	https://www.wedro	On hand			25	122.95		No	No	No	No	No	0.35	18.49	8.84	18.21	0.003		https://d2	https://d2	https://
4	1410401505450	939-00173	ASTRO A1	6920377908928		ASTRO Ga	https://www.wedro	On hand			51	122.95		No	No	No	No	No	0.35	18.49	8.84	18.21	0.003		https://d2	https://d2	https://
5	1417855501000	DOME1	Arenti Ind	787790683650		Home Sec Arenti	https://www.wedro	On hand			57	99.95		No	No	No	No	No	0.45	13.9	6.7	17.2	0.0016		https://d2	https://d2	https://
6	1417855500991	VBELL1	Arenti VBI	787790683759		Home Sec Arenti	https://www.wedro	On hand			12	189.95		No	No	No	No	No	0.26	2.75	1.8	14.2	0.0001		https://d2	https://d2	https://
7	1417855500000	INDOOR1	Arenti Op	787790683551		Home Sec Arenti	https://www.wedro	On hand			80	69.95		No	No	No	No	No	0.18	13.97	8.89	6.1	0.0008		https://d2	https://d2	https://
8	7050871031990	6.34E+11	Beat That!	634158908699		Gutter Ga	https://www.wedro	On hand			33	61.99		No	No	No	No	No	0.65	14.5	14.5	23.5	0.0049		https://d2	https://d2	https://
9	7050642014000		Bebird Ear	6972403822517		Bebird	https://www.wedro	On hand			24	69		No	No	No	No	No	0.03	18	7	3	0.0004		https://d2	https://d2	https://
10	7050642011990		Bebird Ear	6972403828212		SWANNNT	https://www.wedro	On hand			37	69.99		No	No	No	No	No	0.5	18.99	8.79	6.29	0.001		https://d2	https://d2	https://
11	7050642011000	C3	Bebird Ear	6972403822159		Bebird	https://www.wedro	On hand			35	69.99		No	No	No	No	No	0.5	18.99	8.79	6.29	0.001		https://d2	https://d2	https://
12	1910101087080	103126	Bubba Blu	9338680103126		Bubba Blu	https://www.wedro	Out of stock			0	57.95		No	No	No	No	No	0.6	30	7	40	0.0084		https://d2	https://d2	https://
13	1910101087000	100576	Bubba Blu	9338680100576		Bubba Blu	https://www.wedro	Out of stock			0	69.95		No	No	No	No	No	0.4	29	7	36	0.0073		https://d2	https://d2	https://
14	1910101094087	BB06622	Bubba Blu	9338680106622		Bubba Blu	https://www.wedro	Out of stock			0	22.95		No	No	No	No	No	0.14	20	2	25	0.001		https://d2	https://d2	https://
15	1910101094083	BB06585	Bubba Blu	9338680106585		Bubba Blu	https://www.wedro	Out of stock			0	18.95		No	No	No	No	No	0.11	25	0.2	25	0.0001		https://d2	https://d2	https://
16	1910101094084	BB06592	Bubba Blu	9338680106592		Bubba Blu	https://www.wedro	Out of stock			0	34.95		No	No	No	Yes	No	0.45	120	2	120	0.0288		https://d2	https://d2	https://
17	1910101094088	BB06714	Bubba Blu	9338680106714		Bubba Blu	https://www.wedro	Out of stock			0	22.95		No	No	No	No	No	0.08	20	3	25	0.0015		https://d2	https://d2	https://
18	1910101094082	BB06578	Bubba Blu	9338680106578		Bubba Blu	https://www.wedro	Out of stock			0	34.95		No	No	No	No	No	0.13	80	80	4.7	0.0301		https://d2	https://d2	https://
19	1910101094081	BB06561	Bubba Blu	9338680106561		Bubba Blu	https://www.wedro	Out of stock			0	25.95		No	No	No	No	No	0.07	40	80	12	0.0384		https://d2	https://d2	https://
20	1910101094080	BB06554	Bubba Blu	9338680106554		Bubba Blu	https://www.wedro	Out of stock			0	39.95		No	No	No	Yes	No	0.07	77	135	19	0.1975		https://d2	https://d2	https://
21	1910101060002	104567	Bubba Blu	9338680104567		Bubba Blu	https://www.wedro	Out of stock			0	46.99		No	No	No	No	No	0.4	20	4	21	0.0017		https://d2	https://d2	https://
22	1910101060003	104604	Bubba Blu	9338680104604		Bubba Blu	https://www.wedro	Out of stock			0	23.95		No	No	No	No	No	0.3	14	3	15	0.0006		https://d2	https://d2	https://
23	1910101050250	97715	Bubba Blu	9338680097715		Bubba Blu	https://www.wedro	Out of stock			0	35.99		No	No	No	No	No	0.11	105	4	105	0.0441		https://d2	https://d2	https://
24	1910101060081	106110	Bubba Blu	9338680106110		Bubba Blu	https://www.wedro	Out of stock			0	17.95		No	No	No	No	No	0.03	22	1	28	0.0006		https://d2	https://d2	https://

Description of SKU list/CSV feed

Column	Description
SKU	The special code for each product.
MPN	The MPN code of the product.
Name	The name of the product.
UPC	The universal product code of a product.
EAN	The EAN code of the product.
Product Category	The category of the product.
Brand	The brand name of the product.
URL	The WeDropship product page URL.
Availability	Whether a product is available. <ul style="list-style-type: none">- On hand: the product is in stock and available.- Out of stock: the product is out of stock and unavailable.- Pre-order: the product is available for pre-order.

Description of SKU list CSV feed

Pre-order ETA	The ETA of a product to arrive and ready to be shipped out.
Stock On Hand	The number of stocks that we have for this product.
Price (Inc GST)	The price of the product that is including GST.
RRP (Inc GST)	The recommended retail price of the product that is including GST.
End of Life	To indicate whether the product is end of life.
Is Bundle	To indicate whether the product is a bundle.
With Battery	To indicate whether the product comes with battery.
Bulky Item	To indicate whether the product is bulky.
Heavy Item	To indicate whether the product is heavy.
Weight (kg)	The product package weight.
Length (cm)	The product package length.

Description of SKU list CSV feed


Width (cm)	The product package width.
Height (cm)	The product package height.
CBM (m3)	The product package cubic meter.
Description	The description of the product in HTML format.
Image Link 1	The first image URL of the product.
Image Link 2	The second image URL of the product.
Image Link 3	The third image URL of the product.
Image Link 4	The fourth image URL of the product.
Image Link 5	The fifth image URL of the product.
Image Link 6	The sixth image URL of the product.
Image Link 7	The seventh image URL of the product.

Description of SKU list CSV feed

Image Link 8	The eighth image URL of the product.
Image Link 9	The ninth image URL of the product.
Image Link 10	The tenth image URL of the product.
Image Link 11	The eleventh image URL of the product.
Image Link 12	The twelfth image URL of the product.
Image Link 13	The thirteenth image URL of the product.
Image Link 14	The fourteenth image URL of the product.
Image Link 15	The fifteenth image URL of the product.
Image Link 16	The sixteenth image URL of the product.

Product and Inventory Update

- While we may do our best to keep the information on our listings accurate, some listings may turn out to be out of date and differ between the time you place your order and the time we receive your order.
- Please do note that there will be changes from time to time due to updates, title or description optimisations.
- You are encouraged to update your inventory at least twice a day.
- In the account registration page, you may also subscribe to our newsletter to get an update via email if there are any price changes. Please note that we will not be sending any emails if there are no price changes.
- To get the latest updated information, you may download and refer to the latest CSV file. Please do note that the CSV file is updated everyday at 2.00am and 1.30pm AEST while price of products are usually updated every 2 weeks.



PART 3
Place, Track &
Cancel Order

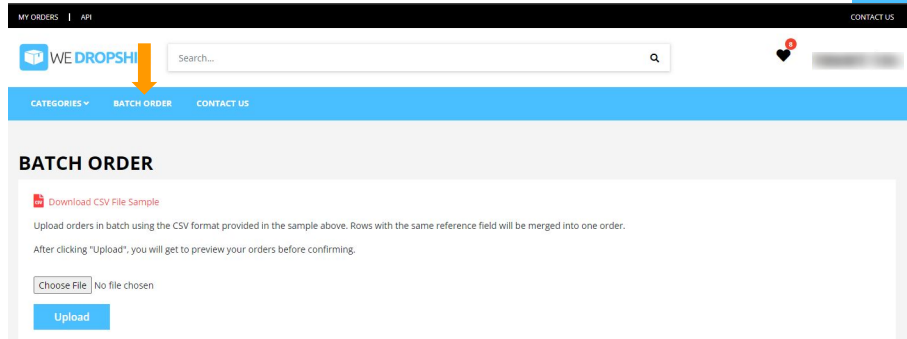
Placing Order

Payment

Track Order

Cancel Order

Placing Order



1	reference	name	street1	street2	city	state	postcode	country	phone	sku	quantity
2	A0001	John Ong	12 ABC Street		Joondalup	WA	6027	AU	1234567890	9700642051000	1
3	A0002	Elizabeth	56 Town Street		Sydney	NSW	2000	AU	1234567891	6720840008330	3
4	A0002									9101101039470	4
5	A0003	Henry Mil	43 Hodd Rd		Townsville	QLD	4810	AU	1234567892	9101101061141	1
6	A0004	Jessie Her	123 Billie St		Yarra Junc	VIC	3797	AU	1234567893	9770642014991	1

- Download the CSV file sample from the 'Batch Order' page that can be found in WeDropship's website navigation bar. Please note that the CSV file must be in the exact format of the sample file. (Refer to the second screenshot for the CSV file format)
- A different reference number must be used for different order.
- Should an order contains multiple items, use the same reference number for all items. (Refer to the CSV file screenshot, in row 3&4.)
- Kindly take note that **ALL** information in the CSV file must be filled. (Optional for street 2 column)
- Once you have filled in all necessary information, you may upload the CSV file in the 'Batch Order' page.
- Please be informed that should there be any information error in the CSV file, all order placed in the file will **NOT** be processed.
- The order will be delivered to the address that you filled in the CSV file.
- Kindly take note that the final price of the product will be used at the time when the CSV file is uploaded.

Placing Order

🏠 > My Account > Logs

LOGS

Use this page to track the progress of your order uploads. You can also check the details in the My Orders page after they have been processed.

[Refresh](#)

Log	Message	Date
Batch Order Creation	Processed 0/2 orders.	18 July, 2022 17:09:06
Batch Order Creation	Processed 4/4 orders.	18 July, 2022 14:59:27

ACCOUNT INFORMATION

MY ORDERS

WARRANTY / RETURNS

WISHLIST

LOGS

API

- Upon uploading your CSV file, you are able to check whether your order has been successfully uploaded.
- You can view the uploading status of your order under “Logs” in the “My Account” section.

Description of CSV File

Reference/Order Number	The specific order number identifying each order.
Name	The name of the order receiver.
Street 1	The first street address line that the receiver is located at.
Street 2	The second street address line that the receiver is located at. (If any)
City	The city that the receiver is located at.
State	The state that the receiver is located at.
Postcode	The area postcode that the receiver is located at.
Country	The country that the receiver is located at.
Phone	The phone number of the receiver.
SKU	The special code for each product.
Quantity	The number of units of the SKU that is being ordered.

Payment

MY ORDERS | API CONTACT US

WE DROPSHIP Search...

CATEGORIES ▾ BATCH ORDER CONTACT US

🏠 > My Account > My Orders

MY ORDERS

All Pending Payment Processing Shipped Cancelled

REFERENCE	DATE	STATUS	TRACKING	TOTAL	MANAGE
<input type="checkbox"/> A0001	13/07/2022	Pending Payment		\$ 2,889.95	Details Request Cancellation

MAKE PAYMENT

- Payment for an order can be made online via the website.
- We only accept payment via PayPal.
- Payment generally will be processed within 1 business day.
- Please take note that stocks for all products are not reserved until payment has been processed.
- If Paypal is unable to successfully process your payment, we may cancel your order.
- Failure to make payment within 3 business days will result in order cancellation. However, you may place your order again by uploading a new CSV file.
- Invoice emails will be sent to you once you have made the payment for order you have placed.
- You must not pay or attempt to pay for order through any fraudulent or unlawful means.
- Should you face any payment issue, you may email support@wedropship.com.au.

Payment

WE DROPSHIP Search...

CATEGORIES ▾ BATCH ORDER CONTACT US

🏠 > My Account > My Orders

MY ORDERS

All Pending Payment Processing Shipped Cancelled

REFERENCE	DATE	STATUS	TRACKING	TOTAL	MANAGE
<input checked="" type="checkbox"/> A0007	19/07/2022	Pending Payment		\$ 499.00	Details Request Cancellation
<input checked="" type="checkbox"/> A0008	19/07/2022	Pending Payment		\$ 1,497.00	Details Request Cancellation
<input checked="" type="checkbox"/> A0005	18/07/2022	Pending Payment		\$ 203.00	Details Request Cancellation
<input type="checkbox"/> A0006	18/07/2022	Pending Payment		\$ 609.00	Details Request Cancellation

MAKE PAYMENT

WE DROPSHIP Search...

CATEGORIES ▾ BATCH ORDER CONTACT US

CONFIRM ORDER

Ship to	Reference	Price
Elizabeth Jannssen — 56 Malaya Street, Sydney, 2000, New South Wales, Australia	A0008	\$ 1,497.00
John Doe — 12 Billericay Street, Joondalup, 6027, Western Australia, Australia	A0007	\$ 499.00
John Doe — 12 Billericay Street, Joondalup, 6027, Western Australia, Australia	A0005	\$ 203.00

Order Total: \$ 2199.0

Payment Options

PayPal / Pay in 4

Please do not refresh the page or navigate away after clicking Pay or you may be charged incorrectly.

Pay with PayPal

Debit or Credit Card

Powered by PayPal

- Bulk payment option are available.
- You can make bulk payments by visiting the “My Orders” page after uploading your CSV file containing your order.
- At the “My Orders” page, you may tick on order that you wish to make payments for and click on the “Make Payment” button in red.
- Upon clicking on the “Make Payment” button, you will be brought to a page where you can view the order details you have selected and choose a payment option.

Track Order

MY ORDERS | API CONTACT US

WE DROPSHIP Search...

CATEGORIES BATCH ORDER CONTACT US

My Account > My Orders

MY ORDERS

All Pending Payment Processing Shipped Cancelled

REFERENCE	DATE	STATUS	TRACKING	TOTAL	MANAGE
<input type="checkbox"/> A0001	13/07/2022	Pending Payment		\$ 2,889.95	Details Request Cancellation

MAKE PAYMENT

- Upon uploading your CSV file that contains your order, you can track your order status in the Order Status/History tab located in the 'My Account' page.
- The current status of your order can be determined in the 'Status' column.

Description of Order Status

Pending Payment	<ul style="list-style-type: none">● The order has been placed, but has not been paid for.● Orders at this status can be cancelled.● Please do note that the stocks of products in your CSV file are not reserved for you until you have made the payment.
Processing	<ul style="list-style-type: none">● The order is being prepared to be delivered to the receiver.● Orders at this status can be cancelled depending on the situation.
Shipped	<ul style="list-style-type: none">● Your order has been shipped out and it is on its way to the receiver.● Orders at this status cannot be cancelled.
Pending Cancellation	<ul style="list-style-type: none">● We are reviewing your request to cancel an order.
Cancelled	<ul style="list-style-type: none">● Your order has successfully been cancelled.

Cancel Order

MY ORDERS

ACCOUNT INFORMATION

MY ORDERS

WARRANTY / RETURNS

WISHLIST

LOGS

API

REFERENCE	DATE	STATUS	TRACKING	TOTAL	MANAGE
A0001	13/07/2022	Pending Payment		\$ 2,889.95	Details Request Cancellation

MAKE PAYMENT

MY ORDERS

ACCOUNT INFORMATION

MY ORDERS

WARRANTY / RETURNS

WISHLIST

LOGS

API

REFERENCE	DATE	STATUS	TRACKING	TOTAL	MANAGE
A0001	13/07/2022	Cancelled		\$ 2,889.95	Details

MAKE PAYMENT

- You may cancel your order in the “Order Status/History” tab under “My Accounts”.
- Please be informed that once an item is shipped, the order cannot be cancelled.
- Order can only be cancelled during the ‘Pending Payment’ status.
- You may also cancel order under the ‘Processing’ status as well depending on the situation.
- Upon cancellation of order, you will receive an email from support@wedropship.com.au indicating that the order has been cancelled.
- Once an order has been cancelled, your order status will be updated to “Cancelled”.

PART 4

Integration

We support a few ecommerce platforms via Syncee.
[Sign up](#) now for more details.





PART 5

Shipping guides

- You may be able to cancel and make changes to an order prior to dispatch.
- Once it has been dispatched, we are not able to process any changes or cancellations.
- Please do note that order cancellations & changes are not guaranteed unless confirmed by WeDropship. You may contact support@wedropship.com.au for further enquiries.
- Claims for damage in transit or incorrect item(s) received must be reported in writing within 3 days after you have received the product.
- You must provide a physical delivery address where someone available to accept the delivery of your order during business hours. You may be required by Third Party Couriers to provide proof of identification for verification checks in accordance with their delivery terms.
- We aim to ship all order, where products are in stock, within 48 business hours. If for any reason we are unable to dispatch your order we will notify you within 24 business hours. Shipping times are estimated at between 3-7 business days depending on your location within Australia but are subject to the Third Party Couriers.
- We ship our products to you via local, reputable third-party couriers such as Australia Post, Aramex, Couriers Please, TNT, Toll etc at our discretion (based on the logistics of the order). Shipping and delivery of order will be in accordance with the delivery terms of the Third Party Couriers.
- We do not offer pick up for the safety of you and our staff.
- We only ship within Australia for dropshipping order.



PART 6
Warranty &
Returns

Warranties

Refunds

Change of mind

Warranties (Things to note)

1. All products sold through the Website come with guarantees that cannot be excluded under the Australian Consumer Law, and our Warranty Policy does not limit any rights and remedies a customer may have under the Australian Consumer Law.
2. In addition to a customer's rights under the Australian Consumer Law, WeDropship offers a 12-month warranty on products sold through the Website which are found to be faulty or damaged, except (and subject to the Australian Consumer Law) :
 - (a) if expressly stated otherwise on the product listing – please refer to the product listing for the express warranty period;
 - (b) in relation to accessories or bonus gifts (as noted as such in a product listing); or
 - (c) if the fault or damage is due to :
 - i. normal wear and tear;
 - ii. damage arising from improper assembly or modification of the product;
 - iii. damage arising from abnormal use or abuse of the product;
 - iv. damage, wear and tear as a result of improper or lack of maintenance and/or care of the product (e.g. of fabric, leather or timber); or
 - v. damage to external product packaging only.

3. We will assess each warranty claim on a case-by-case basis. Depending on the nature of the damage or fault, we may arrange to :

- (a) send missing parts (if applicable);
- (b) suggest a method of self-repair (if applicable);
- (c) replace the product (subject to availability);
- (d) offer an alternative product; or
- (e) offer a partial or full refund.

Warranties (Steps)

1. Warranty claims should be sent to us via email support@wedropship.com.au.
2. The following should be included in the message:
 - (a) order number;
 - (b) the quantity of each product and/or part missing, faulty or damaged; and
 - (c) an image or video (of acceptable quality) of the product that clearly shows:
 - i. the fault or damage (if applicable);
 - ii. what part is missing (if applicable);
 - iii. the product in the original packaging (if applicable); and/or
 - iv. the product's instruction manual with the fault or damage and/or missing part indicated, for example by circling the area damaged or from which a part is missing (if applicable). In addition, please provide a brief explanation of the fault or damage, and what the customer is requesting, i.e. refund, credit or replacement of parts/product.
3. All images and videos should be of acceptable quality that allows us to assess the claim – thumbnail images are not considered to be acceptable quality as we cannot make a clear assessment of alleged faults or damage.

Warranties (Steps)

4. A customer should not dispose of items before a warranty claim has been made and finalised, as we may ask for items to be inspected. We reserve our rights, subject to the Australian Consumer Law, to not provide a credit, replacement or refund in cases where goods are disposed of by the customer before a warranty claim has been finalised.

5. Please do not ask customers to return the product to us or suppliers unless instructed to do so. If we need the product returned, we will provide a return label for this purpose. Any postage cost incurred by the customer for return postage will not be refunded if it is found that there is no valid warranty claim and/or the return label has not been provided.

6. For missing parts, once we have received the necessary details, and validated the claim, we will issue the part to be dispatched to the customer as soon as practicable after we have confirmed the spare part is available for dispatch. Dispatch of spare parts from our warehouse can take up to two business days. If no spare part is available in a reasonable period, we will provide an alternative solution in-line with our obligations under the Australian Consumer Law.

7. Any delivery delay should be reported by you to us within 30 working days from the date of dispatch. Any delivery delay will be investigated by our courier partner, which can take up to three business days. If we receive no update within three business days of notifying the partner, we will offer an appropriate remedy in accordance with the Australian Consumer Laws. Due to ongoing COVID restrictions in place in different states and unforeseen occurrences of natural disasters from time to time, delivery time frames can be affected. Your patience in such cases would be highly appreciated.

Refunds

1. Should a customer be entitled to a refund, please send the request via email to support@wedropship.com.au.
2. Refunds will be issued to the original payment method. We cannot issue refunds to a different account or credit card to that used to place the relevant order.
3. If a customer is entitled to a replacement or spare part, please send the request via email to support@wedropship.com.au, and we will advise if the product needs to be returned by the customer. If a customer is entitled to a replacement product or spare part, but:
 - (a) there is an address discrepancy with the order (which is due to your or the customer's error) such that the product/part is returned to us, a cost of Return To Sender (if applicable) and re-delivery cost will be imposed by us on you for any products returned to us as the sender; and/or
 - (b) an incorrect product is returned to either WeDropship's or the Supplier's warehouse, neither WeDropship nor the Supplier will be responsible for these products or have any obligation to return these to the customer

Change of mind request

1. WeDropship does not accept change of mind refund requests for:

-health and safety products;

-bulk purchases (including by pallet or pick up); or

-products that are opened (i.e. are not unopened in their original packaging).

2. Otherwise, we only consider a change of mind refund request if this is made within 14 days after the item is delivered to the customer. As a retailer, you must notify us of a change of mind refund request within these 14 days. If this does not occur, the change of mind refund request could be rejected.

3. All items returned to WeDropship or a Supplier as a result of incorrect or incomplete delivery information will be treated as a change of mind return, including items returned to sender due to being unclaimed.

4. The customer will be responsible to return the item back to us in line with our Change of Mind return procedure.

Change of mind procedure

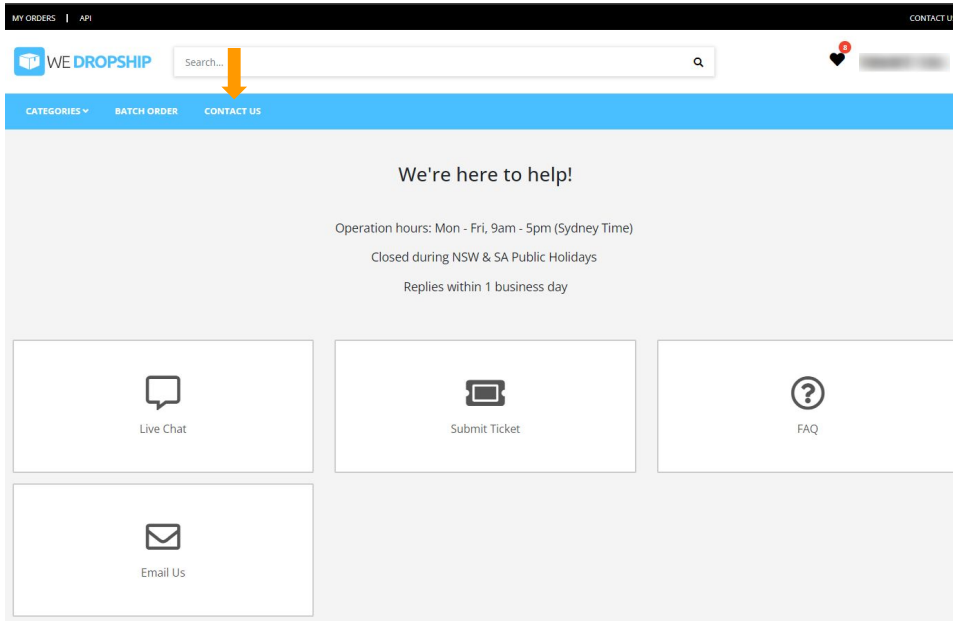
1. It is compulsory for you to consult with us about any change of mind refund request. Please do not return the product to us without our prior consultation. If no consultation has occurred, a refund will not be provided.
2. Please send an email to support@wedropship.com.au with the pictures or video (or an acceptable quality) that shows that the item has not been opened or used; and an explanation about why the customers would like to return the product, and if the item is eligible for a refund.
3. We prefer that returns due to a change of mind are done at the customer's arrangement.
4. If a change of mind request is accepted:
 - (a) You will be refunded the item price minus a restocking fee of 20% of the item price.
 - (b) If the customer changes their mind before the item is received and requires the action of Return to Sender (RTS), we will refund the item price minus a restocking fee of 10% of the item price. Refund for RTS will be provided after the item is received at our/supplier warehouse facility.



PART 7

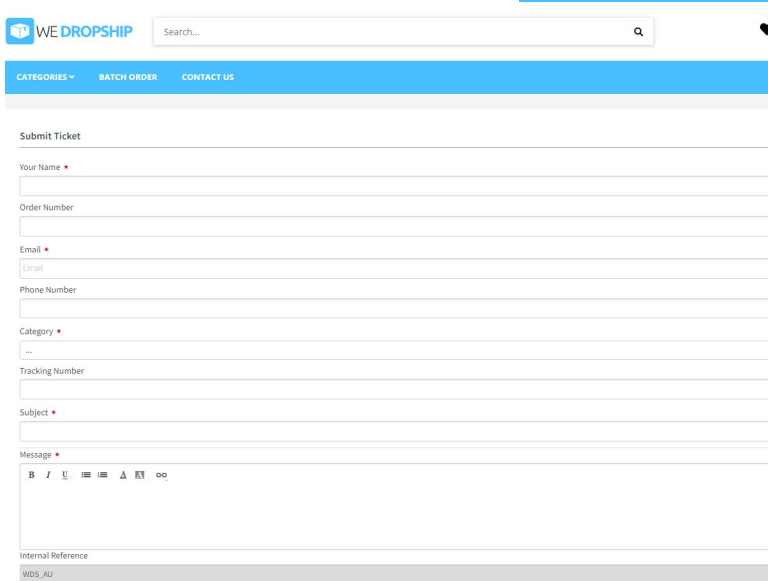
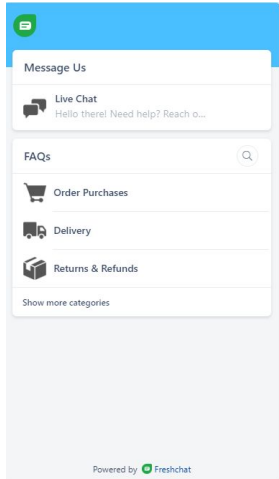
Contact Us

- You can reach out to us for any enquiries on the “Contact Us” page.
- It is recommended that you visit our FAQ page first before contacting us as your enquiries may be answered there conveniently. You may visit our FAQ page here: <https://www.wedropship.com.au/faq>



- You may send emails directly to support@wedropship.com.au regarding any of the enquiries stated below:
 - Sales enquiry (product, pricing, product ETA & etc)
 - Order cancellation
 - Change of mind
 - Delivery issue
 - Return to sender
 - Warranty claims
 - Payment issue
 - Website technical issues

Contact Us



Live chat

- Reach out to us for any enquiries via live chat which can be found in the “Contact Us” page.
- Our operating hours are Mon - Fri, 9am - 5pm AEST

Submit ticket

- Kindly take note that our staff will get back to you within 1 business day.
- Please do not submit duplicate enquiries.
- Kindly check your spam emails occasionally as some of our emails may end up in the spam folder for unknown reasons.

A large blue circle on the left side of the slide. Inside the circle, there are three decorative elements: a white asterisk-like symbol in the upper left, another white asterisk-like symbol in the middle right, and a white dotted circle in the lower right.

PART 8

Fraud Prevention

- Should you receive fraudulent order and place them on WeDropship, we would try our best to cancel the order or provide a “Return to Sender” request. However, we cannot assure a guarantee. If we are unable to process a “Return to Sender” request, WeDropship will not be responsible for any loss.
- Since there will be a loss if you receive and place fraudulent orders, a restocking fee may be charged if the order is processed with tracking. Therefore, preventing fraudulent transactions and order is crucial on your website.
- A guide to helping you prevent fraudulent order from PayPal:
<https://www.paypal.com/bm/webapps/mpp/security/prevent-fraudulent-orders>