

Frequently Asked Questions

Monday, 25 February 2008

Last Updated Tuesday, 06 July 2010

D-NEXUS Online Store has compiled this info so that you may be more informed about the site.

If you have any questions please contact.

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I pay by check?

* What
forms of payment do you accept?

* How
long do you take to deliver the products to me?

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are your Delivery Charges?

* Are
your prices listed with GST?

* How
do I request D-NEXUS personnel to install the software or equipment bought online?

* I
did not select 'Installation support from D-NEXUS'. can I still request the
D-NEXUS delivery person to install it?

* I
placed an order on your website, why have I not yet received an email confirmation?

* Will
anybody from your company call me after my online order?

* Will
you share my information with anyone else?

* Who
owns and maintains the store?

* What
is the purpose of this store?

* How
secure is the store?

* I
have a question or problem that is not answered here. What do I do?

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are your customer service hours?

* I
am looking for a product that you do not have on your website. Do you have it
and can I get it?

* I
am a manufacturer and want to talk about you carrying my product lines. What
do I do?

* Do
you have a shop in Paya Lebar?

* Can
I go to your office and pick up the stuff myself or may be see it first and
buy it there ?

* What
is the Full details of your company ?

Frequently Asked Questions

Can I pay by cheque?

[Singapore] Yes, You can Pay via Cheque
if you are a Singapore based company or a Singaporean. To pay by cheque, choose
C.O.D. After you have completed the form, you will receive further instructions
by email how to proceed with the payment. In this case credit card number is
not necessary to place the order.

What forms of payment
do you accept?

[Singapore] We accept COD and Cheque payment
for Singapore based Orders.

[International]
Wire transfer for International orders.

How long do you
take to deliver the products to me?

[Singapore] Under normal circumstances,
the goods will be delivery within 24 hours to 72 hours. For specialized products,
we do not keep stock. For this type of products, delivery can take up to, at
least 4 weeks.

[International]
For UPS, DHL and Fedex the international shipping is between 3 to 4 working
days. For EMS speed post, the Shipping can take between 6 to 15 working days.

What are your Delivery
Charges?

[Singapore] We charge a Flat fee of SGD \$10.00 (excluding GST). For orders above \$1000.00, we will waive off the Delivery charge.

[International]
: Based on the shipping method selected by you when you check out.

Are your prices listed with GST?

[Singapore] Prices shown is not inclusive of GST. 7% GST will be automatically added at the time of check out.

How do I request D-NEXUS personnel to install the software or equipment bought online?

[Singapore] When you select each of the items online, there would be an option for Installation from D-NEXUS personnel. For products that D-NEXUS does not support installation, this option will not be available.

I did not select ?Installation support from D-NEXUS?; can I still request the D-NEXUS delivery person to install it?

[Singapore] D-NEXUS sends either a delivery personnel or an engineer to your premises based on your online Order. Thus, if you did not select ?Installation support from D-NEXUS?, you unfortunately cannot ask the delivery personnel to install it. Nevertheless, you can still contact D-NEXUS at least 2 days before the Delivery date and request for ?Installation assistance?. D-NEXUS will at its best, will assign an Engineer to your premises.

I placed an order on your website, why have I not yet received an email confirmation?

You will always receive a confirmation email from us when you create an account, order a product, or your order status has been updated. If you fail to receive an email from us then please log into your account and check the email address that you have provided to us. Sometimes Junk Mail filters may send our e-mail to a separate folder or delete it before you even read it. Users of Hotmail in particular may experience this more often. If you are sure this is not the case then please call us during regular business hours to confirm your order and help us figure out why you did not receive our email.

Will anybody from your company call me after my online order?

Yes. Once you have completed your online order, our staff will contact you (Monday to Fridays, except Weekends and Public Holidays) either by E-mail, Fax or Telephone. For C.O.D orders we will also sent you an INVOICE.

Will you share my information with anyone else?

No. Any information you entrust to us stays with us. It will never be shared

with a third party. For more information, please see our privacy notice.

Who owns and maintains
the store?

D-NEXUS has set up, maintains and owns this secure online store. Our Business
Registration number is: 52859594J.

What is the purpose
of this store?

The purpose of the store is to offer convenient and secure way of purchasing
IT related products that complements traditional sales channels.

How secure is the
store?

The store design ensures that all private and confidential personal information
is transmitted securely using industry-standard technologies. Product information
pages are not secure because this is not required.

I have a question
or problem that is not answered here. What do I do?

Drop us an E-mail or give us a call at (+65) 6100-0221. We will be happy to
answer your questions the best we can.

What are your customer
service hours?

Our customer service department is available by phone, TEL: (+65) 6100-0221
(Mondays to Fridays, 9.00 am to 12 pm and 1 pm to 6 pm, except weekends and
Public holidays)

I am looking for
a product that you do not have on your website. Do you have it and can I get
it?

We carry products that have been hand selected by our Engineers. We sell these
products because they meet our quality control standards! This includes the
manufacturer of the product. If we are not comfortable with a product or the
manufacturer who makes it then we will not sell that item. However we do not
have EVERY product that are listed on our website. Some products are special
order items that we do not normally stock. If you have an item in mind that
you do not see listed here, please Contact Us so that we may assist you in placing
your order.

I am a manufacturer
and want to talk about you carrying my product lines. What do I do?

Please contact us to establish a relationship with our company.

Do you have a shop
in Paya Lebar?

We do not have a shop in Paya Lebar. It is one of our office, for collection

of items made online.

Can I go to your office and pick up the stuff myself or may be see it first and buy it there ?

We do not keep any products for display. No self-collection facility is available. Please also note that for orders above \$1000.00, we provide FREE delivery.

What is the Full details of your company ?

Legal Name of Company: D-NEXUS

Name of Business: D-NEXUS

Company Registration: 52859594J

Goods and Services Tax (GST) Registration Number: 52859594J

Contact Person (Information, Suggestions & Complaints): Robert Sim

Enquiry Hotline: (+65) 6100-0221

Fax: (+65) 3151-4221

Place Of Registration: SINGAPORE

Physical Address: 1015, GEYLANG EAST AVE 3 #03-121, SINGAPORE 389730

Operating Hours: 9:00am to 5:30pm (Mon-Fri)

We would like to thank all of our customers for making our business a complete success. We will continue to strive to provide you with the personal, responsive service you have come to expect. If you are not already a customer, then give us a chance to prove ourselves -- and experience the difference in dealing with people who care.