

TRIALSHOP.PL INTERNATIONAL ORDERS FAQ

Due to an increasing number of international orders, we have prepared answers to the most frequently asked questions. Please feel free to look through the summary of each topic and contact us if you require further assistance.

SUBJECTS COVERED IN THIS FAQ:

1. Contact information
2. Translation
3. Stock information
4. Pricing
5. Import tax and duty
6. Placing orders
7. Payments
8. Shipping
9. Colour reference chart

1. CONTACT INFORMATION

If you do not find the information you are looking for in this writeup, or need to inquire about a product or stock availability - or just fancy a chat - please feel free to email or call us.

- info@trialshop.pl
- +48 692 493 863 (English only please)

We are open from 10am - 6pm CET.

2. TRANSLATION

Trialshop.pl is run in Polish only. We do not update the website in English, nor do we offer English product names or descriptions. For your convenience the navigation box has been translated.

You may also make use of the Google Translate toolbar available in the top right hand corner of the website. We find the translations to be pretty poor given the complicated nature of the Polish language however they should give you an idea of how to navigate through the website.

3. STOCK INFORMATION

Most of the items available on our website are in stock unless an "out of stock" message in red is present under the product description. If product options are present, the drop down list will display only those options which are currently in stock.

There are however a few exceptions to this rule. Items available on order are:

- 2011 Inspired range of bikes and frames
- Ozonys bikes and frames
- Hope Trial brakes
- Chris King hubs

Inspired bikes and frames, Hope and Chris King components only take a few working days to deliver so feel free to contact us if you need any products from those manufacturers. Please note that the pricing of items available on order is rarely updated so we ask that you contact us first to find out the updated price for these parts.

We do not keep track of wheel stock levels. Since these are built on order, we ask that you contact us first to find out if we have all the parts needed to build your wheel.

4. PRICING

Pricing on our website is available in GBP, USD, EUR and PLN. **The first 3 currencies do not resemble the accurate cost of a product and are available for preview use only.** To find out the accurate cost, please check the price in PLN and check your bank for the current exchange rate of your currency to PLN.

In cases of some items available on order only (please refer to "stock information" in this FAQ to find out which these are) prices on the website may be inaccurate and not up to date. This is caused by very big fluctuations of the PLN/EUR-USD-GBP exchange rates.

5. IMPORT TAX AND DUTY

These depend on the country the order is shipped to. Since Poland is a part of the EU, there are no import taxes on orders sent to another EU country. Your order will be delivered to you just like any other parcel from a domestic store.

For countries outside the EU, we prepare a customs invoice which will be used to establish the value of your order and tax it upon import. We cannot provide you with any information regarding how high the import taxes in your country are. These can usually be found out by calling your local customs office.

6. PLACING ORDERS

Orders can be placed by:

- Sending an email to [info\[at\]trialshop.pl](mailto:info@trialshop.pl) including your full address, your order, preferred shipping and payment method. You will be informed of the shipping costs and guided through the rest of the ordering process.
- Submitting an order through our website. When selecting the shipping method, please note that the shipping cost is an estimate and will be updated upon staff review. Once your order is received, we will contact you by email with a shipping quote and ask you to choose a payment option.

7. PAYMENTS

We accept payments by bank transfer or PayPal. We do not accept cheques or credit cards. Unless stated otherwise, payments must be made in PLN.

- Payments by PayPal will have a 4.7% transfer fee added to the total. This is to cover the buyer protection programme and is deducted automatically once we receive your order. We recommend PayPal for smaller orders and payment under 1500PLN.
- Bank transfer is recommended for larger payments. You will be asked to cover both transfer charges. We must receive the full amount in order to dispatch the order. These payments may take up to 4 working days to clear.

8. SHIPPING

As of December 2011, we have implemented a fairly accurate module for calculating shipping costs to various countries in the EU and Europe. All shipping costs are an estimate - sometimes more accurate, sometimes less so although usually within 10% error. Shipping costs will be updated when your order is reviewed by us.

If your order is under 2kg, the Air Mail option will be available. Please only select this shipping method for small items - these are described on the next page.

If you wish to change the shipping option after placing an order, please contact us at info@trialshop.pl with your name or order number.

AIR MAIL

- 3-7 working days delivery within Europe
- Maximum weight of 2kg
- Small items only
- Optional insurance
- Limited tracking
- Example of items which fall under this shipping method: cranks, brakes, pedals, stems with a total weight of under 2kg.
- Example of items which cannot be sent using this method: forks, handlebars, rims, tyres, frames.

PRIORITY POST

- 4-7 working days delivery within Europe
- Maximum weight of 20kg
- Items of any size (inc. bikes)
- Optional insurance
- Online tracking

EMS EXPRESS

- 2-3 working days delivery within Europe
- Maximum weight of 20kg
- Items of any size (inc. bikes)
- Online tracking
- Fastest shipping method available but also the most expensive

UPS ECONOMY SELECT

- 4-5 working days delivery within Europe
- Maximum weight of 30kg
- Items of any size (inc. bikes)
- Full online tracking
- Cheapest shipping option for medium sized items like forks and handlebars

9. COLOUR REFERENCE CHART

CZARNY	SREBRNY
CZERWONY	ZIELONY
POMARAŃCZOWY	ZŁOTY
NIEBIESKI	BRAŹOWY