

## Delivery

### DELIVERY VIA COURIER SERVICE

We deliver items island-wide via a courier service. The courier service charges Rs. 480 for the first kilogram and Rs. 150 for each additional kilogram. Even though they mostly deliver packages in the following day, their guarantee is to deliver within 1 to 4 working days. Every parcel we send via the courier service carries a tracking number where you can find the location of the package by calling the courier service (to the branch closer to your location).

More than 97% of the parcels we send are less than 1kg. When you place your order, you'll see the courier charge for 1kg and we will manually adjust the courier charge if the weight is more than 1kg later on.

After you submit your order by selecting Bank-in option, we'll prepare your order. If you've placed your order before 1:00PM in a working day, we will prepare it on the same day. If you have placed your order after 1:00PM, it will most probably be prepared on the next day. As soon as your order is ready, we will ask you to pay by sending the payment email followed by a phone call. See Payment Options menu for payment types supported by us. When you make the payment, please mention the last 4 digits of the order number as the payment reference. After you make the payment, please reply to the email as paid. Do not make your payment to our bank until you receive the payment email with payment details.

Example 1: If the weight of your parcel is 7.8kg, this how we calculate the courier charge.

Up to 1st kilogram: Rs. 480.00

Additional weight: 6.8kg, this is rounded up to the ceiling which is 7kg

Charge for additional weight:  $\text{Rs. } 150.00 \times 7 = \text{Rs. } 1,050.00$

Total courier charge: Rs. 1,530.00

Example 2: If the weight of your parcel is 60g, this how we calculate the courier charge.

Up to 1st kilogram: Rs. 480.00

Total courier charge: Rs. 480.00

If you have any question regarding delivery via courier service, please contact us via [info@tronic.lk](mailto:info@tronic.lk) or Phone/Whatsapp 076 4485607 / 011 2 199744.

#### QUICK DELIVERY (PICKME FLASH / UBER PACKAGE)

If you need our products delivered quickly and you are in Colombo district, you can use Uber / Pickme Flash motorbike/three-wheeler Delivery service. It not only saves cost, but also saves time. Delivery via motorbikes are bit cheaper than three-wheelers, so unless motorbikes are not available, don't select three-wheelers. You will be able to collect your order in a short period of time (mostly within an hour) and you can track the driver in your Uber / Pickme app.

Here is how you could do that.

First, you need to place an online order by entering "Uber / Pickme collection" in the comments box which appears at the end of the ordering process. One of our staff members will prepare your order, remove courier charge and send you bank details via email. You need to do the payment only for the items (mention the last 4 digits of the order number as the bank reference), reply to the email with a payment proof and open Uber / Pickme app in your mobile phone and place a collection request. You need to set source location as TRONIC.LK, Nugegoda and contact telephone number as 076 4485607 / 0112 199744. Set destination as your collection point and then compare the charges for motorbikes and three-wheelers. When you confirm the delivery, we will receive an SMS containing contact details of the driver / vehicle and we will only hand over the parcel to the exact driver and vehicle.

That's all. You will get your order in a very short period of time.

#### STORE PICKUP

If you mention "Store Pickup" in the comment section of your order, then you can collect the items over the counter from our shop.