

## #4 SAMPLE TICKET: Shipping cost

Submitted Received via Requester

May 3, 2025 at 10:21 Sample Ticket Zhang Wei Xu <zhang.weixu@example.com>

Status category Ticket status Type Priority Group Assignee

Solved - Normal Support Aleeza Tabassum

**Topic** 

Delivery

Zhang Wei Xu May 3, 2025 at 10:21

Hello, I've got some cool items in my cart on your site, but before I take the plunge, I want to understand how much I'll be paying for shipping. The numbers can be a bit scary when you don't know what they're for.

Can you help me understand what all influences the shipping costs? Is there a calculator or formula I can use first?

Aleeza Tabassum May 6, 2025 at 21:14

Hello Zhang

Thank you for considering our products at Roco! We're happy to help you understand our shipping costs.

Our shipping costs are calculated based on:

- 1. Package weight and dimensions: The size and weight of your order impact shipping costs.
- 2. Shipping speed: Faster shipping options, like express delivery, cost more than standard shipping.
- 3. Destination: Shipping costs vary depending on your location.

To estimate your shipping costs, you can use our Shipping Calculator tool on our website. Here's how:

- 1. Add items to your cart.
- 2. Enter your shipping address.
- 3. Our system will estimate shipping costs for you.

Alternatively, you can contact our customer support team, and we'll be happy to provide a shipping estimate for your specific order.

We're committed to transparency and want to ensure you're comfortable with the costs. If you have any further questions or concerns, please don't hesitate to reach out.

Best regards, Aleeza

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