

#5 SAMPLE TICKET: Do I put it together?

Submitted	Received via	Requester			
May 3, 2025 at 10:21	Sample Ticket	Soobin Do <soobin.do@example.com>			
Status category	Ticket status	Type	Priority	Group	Assignee
Solved	Solved	-	Normal	Support	Aleeza Tabassum

Topic

Delivery

Soobin Do May 3, 2025 at 10:21

Hey there, I've been browsing your site and I keep seeing this term "Flat Pack Delivery".

I'm not sure what this really means. Does it shorten my waiting time for delivery or does it just make the package smaller?

And once the flat packed item arrives, does this mean I have to put it together?

Your help in clarifying this would be much appreciated!

Thanks,
Soobin Do

Aleeza Tabassum May 6, 2025 at 21:12

Hello Soobin

Thank you for reaching out to us about the "Flat Pack Delivery" option on our site. We're happy to clarify what this means for you.

Flat Pack Delivery is a shipping method where our products are carefully packaged in a compact, flat format to optimize storage and transportation space. This approach helps us reduce shipping costs and minimize our environmental impact.

When you receive a flat-packed item, you will need to assemble it according to the instructions provided. However, don't worry – our products are designed to be easy to assemble, and we'll include detailed instructions and necessary tools to make the process as smooth as possible.

In terms of delivery time, Flat Pack Delivery doesn't necessarily shorten the waiting time, but it does help us get your product to you safely and efficiently.

If you have any further questions or concerns about Flat Pack Delivery or any of our products, please don't hesitate to reach out. We're here to help and want to ensure you have a great experience with us.

Best regards,
Aleeza Tabassum

Support Software by **Zendesk**