

**Submitted** Received via Requester

May 13, 2025 at 13:26 Web Form Customer <example@zendesk.com>

**Status category Ticket status Type Priority** Group **Assignee** 

Solved Aleeza Tabassum Solved Question Low Support

**Topic** 

Order

Aleeza Tabassum May 13, 2025 at 13:26

The user reached out to the IT support team via Slack message, reporting an issue with the shipping cost. Team promptly created a ticket on customer's behalf behalf

Aleeza Tabassum May 13, 2025 at 13:50

Subject: Query regarding shipping cost

Hello Customer.

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:
- 4. Add items to your cart.
- 5. Enter your shipping address.
- 6. 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

Roco IT Support Team

Support Software by Zendesk