

## **DELIVERY AND SHIPPING**

- **I will be attending the Formula 1 Singapore Grand Prix. What if my pre-order does not arrive during the race weekend?**

*We would strongly recommend selecting self-collection at our Merchandise Collection Counter to receive your merchandise during the race weekend.*

- **Can my delivery address be different from my billing address?**

*Yes, your delivery address can be different from your billing address.*

- **Can I change the scheduled delivery date?**

*Please email us for assistance at [merchandise@singaporegp.sg](mailto:merchandise@singaporegp.sg) should you need to change the scheduled delivery date.*

- **What do I do if my order is not delivered as scheduled?**

*If your order is not delivered as scheduled, please contact [merchandise@singaporegp.sg](mailto:merchandise@singaporegp.sg)*

- **What are the local delivery charges and duration?**

<b>Domestic Delivery</b>		
	<b>Standard</b>	
<b>REGION</b>	<b>Deliver Charge</b>	<b>Delivery Duration</b>
<b>Singapore</b>	<b>\$6.00</b>	<b>3-5 Working days</b>
<b>Free Delivery Above \$150</b>		

- **I will be attending the Formula 1 Singapore Grand Prix, can I arrange for my merchandise order to be delivered to a Singapore hotel at a specific date?**

*Yes, you can do so by providing the Singapore hotel's address as the local delivery address and request for the specific delivery date change upon receiving the delivery notification email. Local delivery charges apply. However, please note that your order will only be delivered to the Hotel Concierge/ Reception, and it will be deemed delivered upon receipt by the Hotel. Please note that Singapore GP will not be held liable for any loss or damaged goods upon receipt by the Hotel Concierge/Reception.*

- **What is a “Restricted Zone”? What are the places in Singapore which are considered as “Restricted Zones”?**

*A “Restricted Zone” is an area or location or premise which is less accessible and harder to reach; or will significantly take up more time to either pick up or deliver a shipment; or has restrictions on access.*

<b>Restricted Whole Areas</b>		
Airline Road	Pulau Damar Laut	Rifle Range (Firing Compound)
Airport Cargo Road	Pulau Busing	Seletar Aerospace
Alps Avenue	Pulau Tekong	Sentosa
Brani Terminal Avenue	Pulau Sakeng	St John’s Island
Jurong Island	Pulau Sebarok	Turf Club Avenue
Kusu Island	Pulau Ubin	West Camp Road

<b>Restricted postal codes</b>			
099958 Resort World at Sentosa	499611 8 Changi North Way	637559 Pasir Laba Camp	738103 Woodland Check Point
109697 Resort World at Sentosa (Office)	506969 Changi Prison Complex Cluster B	637607 Tuas Power Station	738203 Woodland Check Point
109680 Defence Technology Tower A	507087 Selarang Camp	638357 Jurong Camp I	738406 Woodlands Industrial Park D
109681 Central Manpower Base (CMPB)	507093 Changi Camp	638361 Jurong Camp II	738700 Woodland Check Point
109682 Defence Technology Tower B	507709 Changi Prison Complex Cluster A	638364 SAFTI Military Institute	757618 Sembawang Camp

117536 1, Pulau Ular	508487 Hendon Camp	638501 ST Marine	757621 Chong Pang Camp
117605 Power Grid	509863 Changi Airbase	638709 15, Tuas Crescent	757752 Sembawang Airbase
117630 Stockport Road	509927 Trent Engine Overhaul Complex	638717 23, Tuas Crescent	757753 Khatib Camp
118326 Tanjong Berlayer Camp	509928 SIA Engine Test Centre	667988 Bukit Gombak Camp	757758 Dieppe Barracks
129817 Clementi Camp	509932 Trent Engine Overhaul Complex	669638 Hillview Camp	758103 Senoko Power Station
139302 Ayer Raja Camp	528765 Tampines North Drive 2	669642 Gombak Base HQ	759907 Senoko Incineration Plant
149501 Special Operation Command	534257 Paya Lebar Airbase	669644 Gombak Base	759945 Admiralty West Prison
149373 Queenstown Remand Centre	567754 Amoy Quee Camp	669645 Ministry of Defence	759956 Sembawang Wharf
178880 Parliament Houwe	578775 601, Island Club Road	669646 Bukit Panjang Camp	759956 Sembawang Shipyard
248843 Tanglin Camp	596302 Maju Camp	688248 Kranji Camp III	759945 Sembawang Prison
367833 Mount Vernon Camp	596472 Police KINS Training Camp	688253 Police Dog (K9 unit)	769194 4 Lorong Chencharu
397970 Guillemard Camp	609412 Vobak Building	688255 Mowbray Camp	778895 Nee Soon Camp
417902 Kaki Bukit Prison School	61910 Jurong Port	688256 Kranji Camp II	775900 Nee Soon Camp (Leo North)
465556 Bedok Camp	619532 ST Kinetics	688257 Kranji Camp	779914 Nee Soon Camp (SCDF)

478937 Singapore Prisons Quarters	628054 29, Tanjong Kling	688793 Stagmont Camp	797792 Seletar Airport Passenger Terminal
478969 Bedok Reformative Training Centre	628398 Tuas Naval Base	689953 Keat Hong Camp II	797809 Seletar Airport
498760 Changi Exhibition Centre (Airbase)	628439 Tanjong Gul Camp	689954 Keat Hong Camp	818948 11, West Perimeter Road
498761 Changi Exhibition Centre (Airbase)	629122 Jurong Shipyard	698956 Tengah Air Base	819116 1, North Perimeter Road
498802 1 Changi North Way	629351 50, Gul Road	708972 Murai Camp	819117 20, North Perimeter Road
498819 Changi Naval Base	629353 Keppel Shipyard (Gul)	708976 Lim Chu Kang Camp II	819118 21, North Perimeter Road
198834 Tanah Merah Prison	629853 Benoi Sector #05-03 (Amazon Fulfilment Centre)	718919 Sungei Gedong Camp	819658 Changi International Airport Services
	629888 Keppel Shipyard	729753 Mandai Hill Camp	
		729754 Mandai Camp II	
		729756 Mandai Hill Camp	

- Which international countries do you deliver to and what are the shipping charges ?

International Shipping				
REGION	Standard		Premium Express	
Asia / Oceania	Shipping Fee	Delivery Duration	Shipping Fee	Delivery Duration
West Malaysia	\$10.00	7-10 Working days	\$25.00 Free Shipping Above \$250	3-5 Working days
East Malaysia, Indonesia, Brunei, Thailand	\$15.00	10-14 Working days	\$35.00 Free Shipping Above \$250	5-8 Working days
The Philippines, Hong Kong, South Korea, Macau, Taiwan	\$25.00	10-14 Working days	\$45.00 Free Shipping Above \$250	6-10 Working days
Australia, New Zealand	\$30.00	10-15 Working days	\$50.00 Free Shipping Above \$250	6-10 Working days
Bangladesh, Cambodia, China, India, Japan, Maldives, Myanmar, Pakistan, Sri Lanka, Vietnam	\$45.00	10-14 Working days	\$150.00	6-15 Working days

International Shipping				
REGION	Standard		Premium Express	
North / South America	Shipping Fee	Delivery Duration	Shipping Fee	Delivery Duration
USA	\$35.00	14-20 Working days	\$60.00 Free Shipping Above \$250	6-10 Working days

<b>Canada</b>	<b>\$35.00</b>	<b>14-20 Working days</b>	<b>\$60.00</b>  <b>Free Shipping Above \$250</b>	<b>6-10 Working days</b>
<b>Mexico</b>	<b>\$55.00</b>	<b>14-20 Working days</b>	<b>\$120.00</b>	<b>8-10 Working days</b>
<b>Argentina, Brazil, Colombia, Chile, Peru</b>	<b>\$60.00</b>	<b>14-20 Working days</b>	<b>\$150.00</b>	<b>8-10 Working days</b>

<b>International Shipping</b>				
<b>REGION</b>	<b>Standard</b>		<b>Premium Express</b>	
<b>Europe / Middle East</b>	<b>Shipping Fee</b>	<b>Delivery Duration</b>	<b>Shipping Fee</b>	<b>Delivery Duration</b>
<b>United Kingdom</b>	<b>\$35.00</b>	<b>14-20 Working days</b>	<b>\$60.00</b>  <b>Free Shipping Above \$250</b>	<b>6-10 Working days</b>
<b>Austria, Belgium, Denmark, France, Germany, Ireland, Italy, Netherlands, Norway, Spain, Sweden, Switzerland</b>	<b>\$45.00</b>	<b>14-20 Working days</b>	<b>\$80.00</b>  <b>Free Shipping Above \$250</b>	<b>8-10 Working days</b>
<b>Finland, Hungary, Jordan, Kuwait, New Guinea, Poland, Portugal, Romania, Saudi Arabia, South Africa, UAE</b>	<b>\$60.00</b>	<b>14-20 Working days</b>	<b>\$150.00</b>	<b>8-10 Working days</b>
<b>Rest of the World</b>	<b>\$80.00</b>	<b>14-20 Working days</b>	<b>\$200.00</b>	<b>8-10 Working days</b>

*International Shipping (Standard/Premium) Rates are in Singapore Dollars (SGD) and zero-rated (i.e. Goods and Services Tax is charged at 0%)*

- **Is my order's shipping fully trackable?**

*Standard International Shipping : This service may be delivered through a local mail service and may not come with a tracking number.*

*Premium Express International Shipping: Our express agent provides a trackable shipping service. A tracking airwaybill will be sent in your confirmation email, enabling you to monitor the progress of your order.*

- **Do I have to pay customs or import duties for my orders?**

*All items are shipped from Singapore and may incur duty or other charges upon entering other countries.*

*Yes, all customs or import duties must be borne by the recipient. Unfortunately, we have no control over these charges and cannot advise what the cost may be as customs' policies vary widely from country to country. Please contact your local customs office for further information.*

*Our courier will contact you to arrange payment should there be any additional charges due.*

*No refunds will be given should there be a change of mind due to custom duty taxes.*

*We also do not deliver to the following places for international addresses:*

<i>Military Camps</i>	<i>Navy Yards</i>	<i>Air Force Base</i>	<i>Outstation Posts</i>	<i>Government Buildings</i>
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**As a general guide, we are unable to deliver to both local and international PO Box addresses.**

