



# YOUR BATTERY ORDER

Thanks for your battery order, we just wanted to share some more information on how the shipping process works for dangerous goods

## 1 MANUFACTURE

Your battery is manufactured by our EBMX Battery factory in China (this can take 1-14 days depending on stock levels)



## 2 TRANSPORT

Your battery is sent via road transport to Shenzhen where it will undergo customs clearance (this can take 5 – 14 days).

Sometimes the batteries are held up to undergo security checks as they are dangerous goods

## 3

## SHIPPING

Your battery leaves Shenzhen and heads to the airport or port. Batteries can only travel on cargo planes (when sent via air) as they are dangerous goods, so they need to wait for an appropriate flight (this can take up to 7 days)



## 4 ARRIVAL

Once your battery arrives in your country it undergoes customs clearance again (this can take 1-14 days)



## TRACKING AND DELIVERY

## 5

Once the battery has cleared customs it will travel to you via road transport (it is at this point that we send you tracking details and you are able to monitor the delivery date). Once received please register your warranty on our website

Please bear with us - Dangerous Goods take time!