

Your Order, Step by Step

China purchasing & package consolidation — what you do, what we do, and when money changes hands. ElovyrHaven acts as your purchasing and consolidation agent; we are not the seller of the goods.

The timeline at a glance

Stage	You	Us	When
1. Send your photos	Send photos of what you want (or the product name) with colour, size, quantity and your country.	—	You: about 5 minutes
2. One quote back	Read it, ask questions, change colours or drop items.	Check availability, the item against our prohibited list, and the shipping line. Send one all-in figure.	Within 48 hours; quote holds 5 working days
3. You pay, we buy (first payment)	Pay the quote by PayPal.	Order from the Chinese seller in RMB the same or next working day.	Day 1
4. Goods reach our warehouse	Nothing to do.	Log the parcel and photograph it: appearance, colour, quantity, damage.	Day 2–5
5. Photos and a check report	Look at the photos and reply ship it / wait / send it back.	Email the photos and an inspection note. Nothing is shipped until you answer.	Within 24h of arrival
6. Weigh, consolidate, settle (balance)	Pay any shipping balance — or receive a refund if it came in lighter.	Combine into one parcel, remove surplus cartons, weigh, send the final statement.	Day 5–6
7. Customs paperwork & dispatch	Nothing to do.	Declare the parcel truthfully, hand it to the line, send the tracking number.	Day 6
8. It arrives (duty may be due)	Pay any import duty, VAT or clearance fee your customs authority charges.	Chase the carrier if something is lost or damaged; handle the Chinese seller if the wrong item was sent.	+5–12 working days

Who pays what, and when

Payment	What it covers	When
First payment	Item cost + 5% service fee (3% on a first order, minimum \$5) + packing \$2–5 + estimated international freight.	Before we buy anything
Balance (if any)	Difference between estimated and actual freight after weighing — or a refund if the parcel came in lighter.	Before dispatch
Import duty / VAT	Charged by your customs authority, not by us; never included in our prices. Every parcel is declared at its real value.	On arrival

Freight is passed on at the carrier's actual rate with no markup. Our margin is the service fee and the packing line, nothing else.

Before you send your links

- **The links** — Taobao, Tmall, 1688 or Pinduoduo product pages (screenshots are fine).
- **The variant** — colour, size, model, quantity. After payment the order goes straight to the seller.
- **Your address and a phone number** the local carrier can actually call.
- **Your country**, so we quote the right shipping line rather than a guess.

What lands in your inbox

- **The quote** — item costs, our fee, packing and the freight estimate, valid for 5 working days.
- **Photos and a check note** — when your items reach the warehouse, before anything ships.
- **The final statement** — chargeable weight and any balance before dispatch.
- **Tracking** — the number and the declared value, the moment the parcel leaves.

If something goes wrong

- **Wrong or damaged item from the seller** — tell us within 7 days of the photos; we open the case in Chinese and you choose replacement, refund or ship as is.
- **Lost or damaged in transit** — we file the carrier claim under their rules; the warehouse photos we take are the evidence.
- **Parcel held by customs** — send us the notice; it is usually a duty payment or a missing description, and we re-issue the paperwork.
- **Changed your mind** — tell us before the Chinese seller dispatches; after that the item cost is normally not recoverable.

Typical total time: 10–18 days from payment to your door — 2–5 days for sellers to reach our warehouse, 1–2 days for us to check and pack, then 5–12 working days in transit. Chinese public holidays, peak season and a customs inspection all add time.

Ready? Send your photos through the upload box at elovyrhaven.com — the quote is free and there is nothing to pay until you approve it.

ElovrHaven · info@elovyrhaven.com · elovyrhaven.com/order-process/ · elovyrhaven.com/service-terms/