

Indonesia Export

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Terms & Conditions

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Please take the time to read through all of our terms and conditions very carefully -- if you feel you're unclear on any part or need further information, please email us at indonesiaexport@indonesiaexport.com.

Indonesia Export Production Catalogue

Catalogue prices are listed in US\$ Dollars.

Prices may change without notice -- we will confirm pricing after reviewing your order list and bring any changes to your attention before we ask for your deposit and start production.

Discounts may be available under the following circumstances:

- Your order is over US\$10,000 -- if your order is over US\$10,000, we will review the order details and advise you if we can reduce pricing over part or all of your order.
- You order 100 pieces or more of any particular product model -- if you order over 100 pieces of a particular model, we will review and advise you if we can provide better pricing.
- You have your own packing and pick-up agreement with a cargo company -- if you have your own logistics solution in Bali and plan for them to pick up and pack our products, we will review and advise you if we can discount over part or all of your order.
- Full Advance Payment -- for existing Indonesia Export customers only -- if you're able to advance pay production in full, we will review your order details and advise you if we can reduce pricing over part or all of your order.

There are no commission charges or Indonesian tax charges on top of the catalogue product prices.

Prices do not include:

- Standard packing material (single-face packing, standard packing cartons, carton roll, silica gel packs, wax paper). We don't make a profit on packing material but charge you the actual cost -- we will advise you the total amount once your shipment is complete but as a rule of thumb you can estimate 6% of invoice value or approximately US\$15.00 per cubic meter.

- Wood Crate & Custom Packaging -- if any of your products require wood crates, we will advise you at the time of confirming your order. We're also happy to organise custom packaging for you.
- Shipping & Local Freight Related Charges -- for example, trucking to the port in Bali or Java, fumigation, documentation. If you wish Indonesia Export to organise shipping, we will quote you before starting your order (you can also check the Bali freight pages in our News and Updates section for a 'ballpark' idea of charges).

Our minimum order is US\$2,000.00.

Below minimum orders are also welcome but will incur a handling charge of US\$100.00 for the first cubic meter.

-- that would usually be an Air Cargo or LCL Sea Cargo shipment although full 20', 40' & 40' High Cube containers are much more cost-effective for you. Examples of average dollar volumes needed to fill containers follow:

- 20' -- mixed handicrafts: 7 to \$12,000.
- 40' & 40' HC -- mixed handicrafts: 12,000 to \$35,000.

Production time for all products ranges from 4-8 weeks, depending on the products...we will be happy to advise you more specifically after we see your order.

Production and shipping schedules cannot be guaranteed but if you have a schedule, please advise before you begin the order -- we can arrange to work to schedule.

Every product that we sell is 100% guaranteed -- if you have problems with a product because of an error on our part (of any kind), then we assume responsibility and credit you in full against your next order or transfer the credit back to your account. In order to confirm credit, we ask that you provide detailed images and notes on the problem. We do not provide credit on shipping or any freight related fees.

We understand that new customers fear new suppliers and cash transactions, so before you actually begin doing business with us, we'll supply you with a list of our actual customers -- we'll ask you to take a few minutes to speak with some of them and we know that you'll feel more comfortable -- and we can start this relationship without any of the usual paranoia that goes along with a new customer buying from an overseas supplier. Really. (We prefer to deal informally and as friends).

Order processing with us is simple: just type your order up on an Excel sheet or an e-mail and we'll run it through our database, confirm pricing back to you and provide you wire transfer info so that you can make your deposit.

All purchases must be fully paid for prior to shipment out of Indonesia. You may make a 50% deposit and then pay the balance upon notification that the shipment is ready.

Payment Methods:

Wire Transfer / TT -- this is the quickest and cheapest payment method.

Letters of Credit are not available due to the complexities of the Indonesian banking system.

PayPal -- we do have a PayPal account in Indonesia that can also be used to process credit cards. However, this method of payment causes us added charges of 3.5% through PayPal and an additional layer of complexity in terms of tax -- for these reasons, there will be a processing charge on PayPal payments which we will confirm at the time of invoicing

Indonesia Export Bali Buying Agent Service

[Click Here for Details of the Agent Service](#)

Indonesia Export charges a 10% commission over invoice value. That means, if you spend US\$100.00 on product, we'll charge you a further US\$10.00 as your agent.

If you don't have your own cargo solution, we will be happy to organise picking up and packing your products for shipment -- our standard charges are as follows based on single face packing (no wood crates or custom boxing) mixed container loads of handicrafts or handicrafts and furniture:

Container Type	Packing Charge IDR	Pick-up Charge IDR
20'	4,000,000	1,200,000
40'	6,000,000	2,000,000
40HC	7,000,000	2,250,000

We are also able to organise shipping to your port and, in some cases, to your door. Please [contact us](#) for an up-to-date quote.

We guarantee our work as your agent -- if there is a problem, we'll work with you to review any issue and, if we're responsible, we'll return our agent fee on those items with minimum hassle.

We require your order to be at least US\$3,000.00 total invoice value however, if you're also ordering US\$2,000.00 worth of product from the Indonesia Export catalogue, there is no minimum invoice amount for the agent service.