How to place an order on the Cast Bullet Engineering website.

This is a simple set of instructions on how to place an order on the Cast Bullet Engineering (CBE) website. It is a simple and easy to use website if the following instructions are followed.

Step 1.

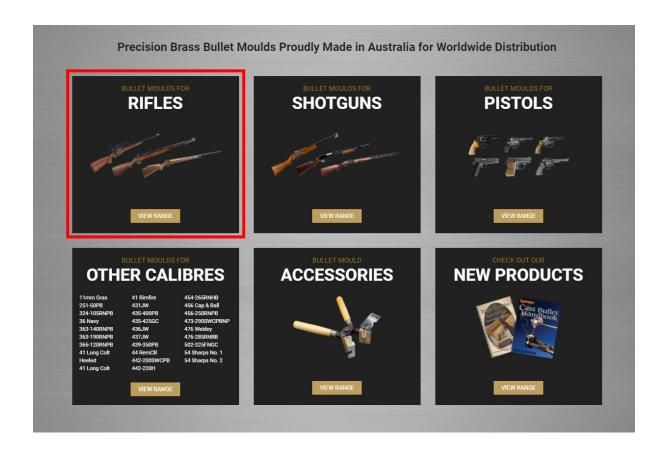
Go to <u>www.castbulletengineering.com.au</u> this is our home page where you can find bullet mould designs and all sorts of bullet casting accessories for your hobby.

Step 2.

If you are looking for a design for a rifle cartridge, click on the "Bullet Moulds for Rifles" box as outlined below. Or any of the other boxes depending on what you are looking for.

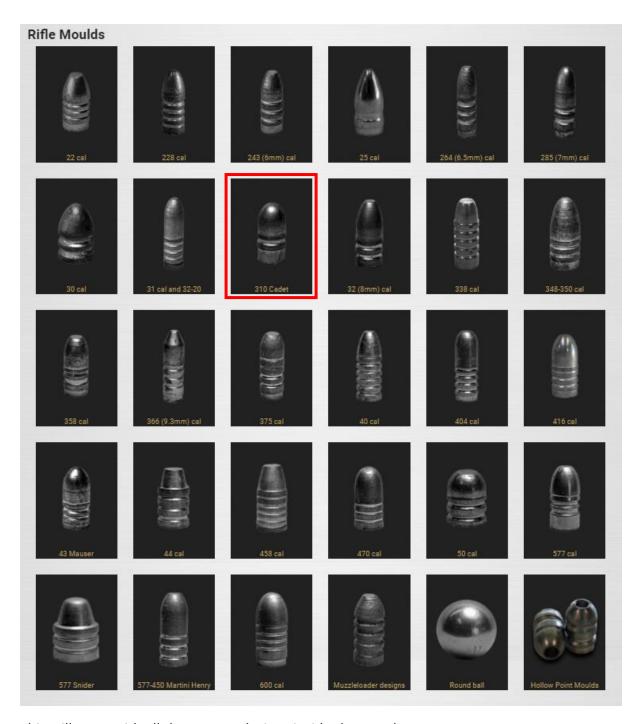
(You can click anywhere on the box.)

Do not forget to look in the "Other Calibres" catalogue for designs that are not listed elsewhere.



Step 3.

Now click on the calibre of the bullet you are looking for; in this case I have outlined 310 Cadet.



This will open with all the current designs inside that catalogue.

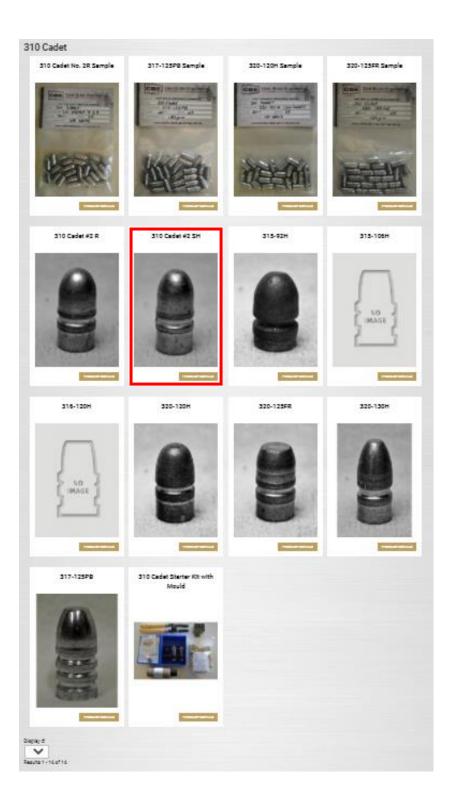
Some designs will show a "No image" picture, this is because we do not have a sample projectile to take a photo of for the website.

Step 4.

Now you should be able to see all the designs we can make in that calibre.

You can now click on any of the designs to see further information, for most rifle designs we have all the important dimensions listed to help you decide.

For this example, click on the 310 Cadet #2SH design to see the further information.



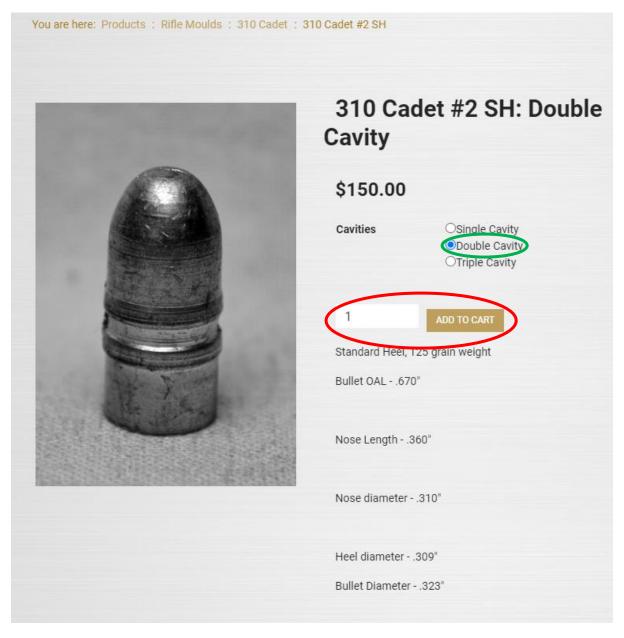
Step 5.

You should be able to see the details of the mould now, things like how many cavities the design can be made in, generally one, two or three cavity moulds can be made, but it will depend on the size, weight and length of the design.

You can also add a top punch to your order, if you do not know what a top punch is, the description is in our FAQs on the website. Some designs do not have top punches available.

Now you can select if you want a one, two or three cavity mould by clicking on the radio button, the price of the mould will automatically update when you click on the button.

The example shows a double cavity mould selected. (In green below)



Now click on the "Add to Cart" button, outlined in the photo above.

Step 6.

You can now see at the top of the page that it shows the dollar amount that is currently in your shopping cart. If you want to add more items, just go back to Step 2 and add whatever else you are needing. The shopping cart will keep updating until you have added what you want. When you are ready to checkout, just click on the "Checkout" wording in the very top right-hand corner of the page.

To see what you have already in your cart, click on the "CART" button.



In this example, the mould is all we want, so we can click on the "Checkout" button.

Below is the next page that you will see, go ahead and fill in all the relevant details, please remember that you should double check your email address to make sure it is correct.

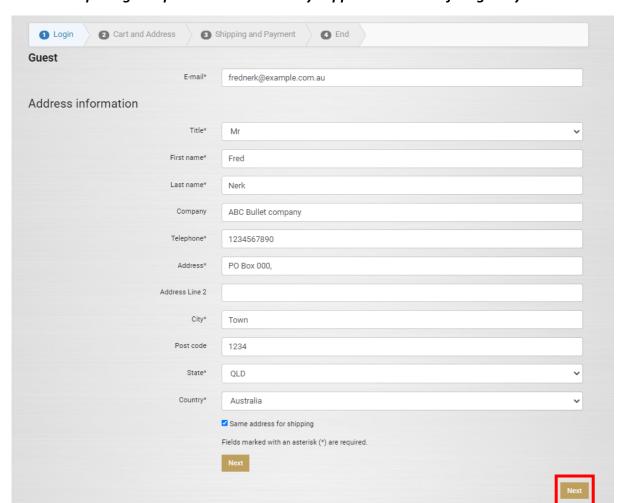
You will get your order confirmation sent to this email address, also the Australia Post tracking email will be sent to the same email address. If there is also an error in your order and we need to contact you, we will use this email address. It pays to make sure it is correct.

If you want your order sent to your work address, make sure that it is entered correctly, we have had orders returned to us because Australia Post failed to see a company name on the parcel, so assumed it must have been a mistake.

Any line with an asterisk (*) in it is a required line, you will not be able to proceed until that line is filled in.

If the order is to be posted to a different address than the billing address, then untick the "Same address for shipping" blue tick box and then fill in the shipping address.

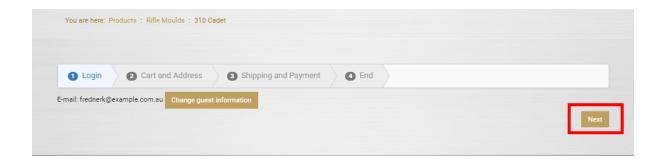
When you are finished filling out your details, click on either of the two "NEXT" buttons at the bottom of the page.



Correct spelling and punctuation are always appreciated when filling out your details.

Step 7.

This will be the next screen you will see, unless you want to change any details, click the "NEXT" button again.



Step 8.

Now you will be able to see what is in your shopping cart and be able to see the shipping details you have entered; this page is also where you can make any changes before submitting the order.

Postage is calculated automatically by the website, it is based on weight, small items will have a postage of \$15.00 AUD within Australia, larger or heavier items will be \$20.00 AUD and orders over \$300.00 within Australia are sent post free.

Everything we send within Australia is sent Express Post, fully insured and "Signature on Delivery".

International orders are sent Express Post and fully insured; we find the small extra cost well worth the reduced delivery times.

Unfortunately, all orders to the EU countries (as of 1st July 2021.) are now subject to a \$300.00 AUD minimum amount, this is due to new VAT laws in those countries and cannot be avoided.

Please note we will never falsify an amount on the Customs forms, please do not ask us to.

GST (Goods and Services Tax) will show for Australian customers, but will not be seen for international orders, it will be deducted from your prices.

Please remember, once the order is submitted, additions, deletions or alterations cannot be made.

If you have made a mistake and added two items and you only want one, all you need to do is to change the quantity in the white box and then click on the symbol beside the box, the symbol with the two arrows forming a circle is the one you want, this will update the quantity to what you entered in the white box. (See blue circle in the photo below).

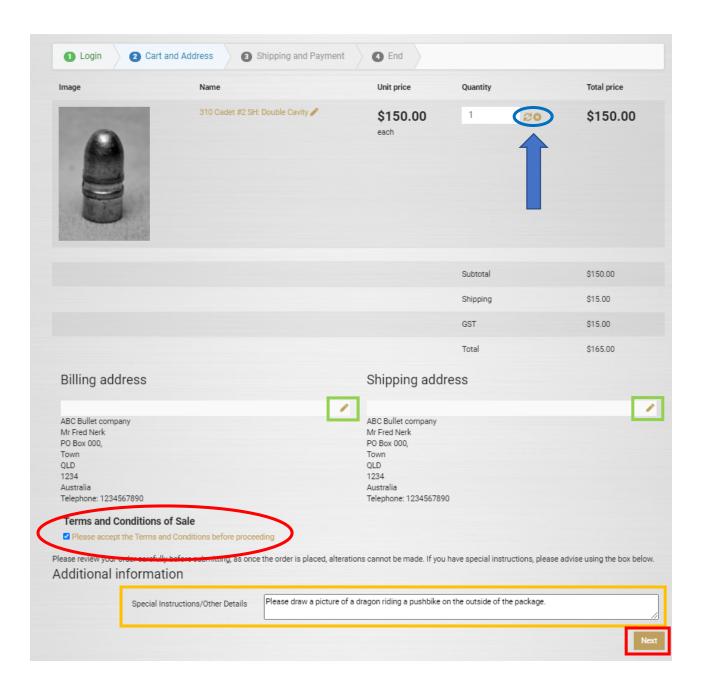
If you want to completely delete an item, click on the circle with the "X" in it, that will delete the line. (See blue circle in the below photo).

If you need to correct a billing or shipping address, click on the "pen" icons, outlined in green.

Make sure the "Terms and Conditions of Sale" blue tick box is ticked, otherwise you will not be able to proceed any further. This is also why we can no longer accept any orders over the phone, the Terms and Conditions must be accepted.

If you have any Special Instructions, type them in the box towards the bottom of the page. You might want the package left behind a pot plant at the front door, this is where you would mention that. (See orange outlined area.)

When you are done, click the "NEXT" box at the bottom of the page.



Step 9.

Nearly finished – the payment page is the next one you will see, we have three options for our Australian customers, PayPal, Bank Transfer, or Credit/Debit Card.

For international customers, we accept PayPal and Credit/Debit Card.

You can use your credit card via PayPal, it will take you to the PayPal website where the option of paying with a credit card will be shown. Follow the PayPal website for further instructions.

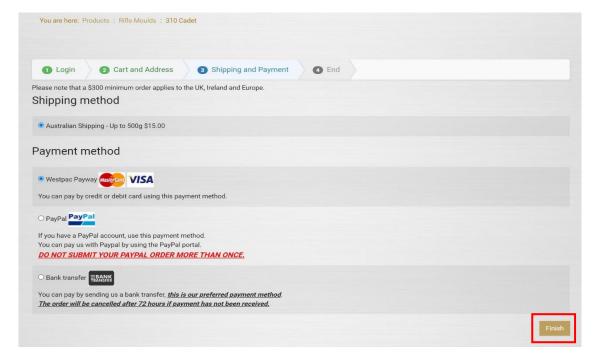
Please note that for Bank Transfers time limits exist for payment to come through, this is to give all our customers a chance to be able to purchase items, and not have them be unavailable because they are in an unpaid shopping cart. At times, some casting equipment is hard to come by, and we want everyone to have a fair chance at getting what they require.

If Bank Transfer is selected, our bank account details will be displayed, you will need to log into your own online banking website to complete the payment. Please use your surname and order number as a reference, this helps us marry up deposits to orders easily and quickly. Double check the account and BSB details and the payment amount, it is surprising how many people get this wrong, and then wonder why they have not received their order. It is also a nuisance for you to try and get the money back into your account from your bank. An emailed payment receipt is appreciated, that way we know you have paid for your order, and we can get it underway.

Credit/Debit Card – We use Westpac PayWay to handle our credit card payments.

Please note for your piece of mind – we DO NOT see any credit card numbers or details through PayWay, it has a very high level of security, something we want ourselves.

When you have selected the payment option, click on the "FINISH" button at the bottom of the page.



After you click "FINISH", you will get a confirmation page showing on your screen (see below).

An order confirmation email will also be sent to the email address you entered, another reason why it is important to have the email correct.

I try to have every order made up and posted within 24-48 hours from payment being received. I do not have moulds in stock, everything is made to order.

If you have any issues, please email or call.

