

Kfriday New User Guide

Ver 1.11

Thank you for showing interest with our Kfriday Service. We are sure you might have a lot of questions regarding how we work and our payment system. Allow us to take a few minutes of your time explaining our guidelines as this will help you understand us better!

MY INCOMING GOODS (MIG)

When purchasing an item, the Recipient's name will be your name. After you purchase an item, you will need to fill up the "My Incoming Goods" form. This form is advisable to be filled after you have the tracking number. Packages might be split into 2 or more due to the weight/volume. You will need to submit more incoming good forms if necessary. Once your package arrives at our warehouse, it will be scanned and uploaded to our database before updating it into your Post Box. This normally will take up to **24 hours**. Once arrived, you will have **45 DAYS** of free storage. If your package has arrived but still not showing up in our system after 2 working days, please feel free to check out our Lost & Found. If still not found, contact us and we can assist you further.

Help Center: <https://help.kfriday.net/categories/23535-my-incoming-goods>

Lost & Found: <https://www.kfriday.net/members>

ORDER FOR ME (OFM)

If you want to purchase an item but don't know how, our purchasing team is here to help! Submit the Order For Me (OFM) form with the link attached and our team will get in touch with you as soon as possible. Please note that we have 5 different types of OFM; Online Regular, Online Priority, Offline Fansign, Offline, Bunjang. Please choose the type of service you want. Once the order is completed, our team will send you the invoice and you will need to send the payment within the next 12 hours or else it might be canceled.

****Domestic shipping will NOT be available for ALL OFM purchases during forwarding requests.**

Help Center: <https://help.kfriday.net/categories/23536-order-for-me-service>

Order For Me Fee: <https://www.kfriday.net/assistance>

UNBOXING SERVICE (UNB)

If you would like to see what's inside your box, you may request for Unboxing Service. Each request is for one package only. As the intermediary, we can help you count the quantity however please be minded we will **NOT** be responsible for any miscounted package. This is only to be used as a **GUIDE**. You may also count it from the video that we will provide. A message will be sent once service is completed. Payment for Unboxing Service will be included with Forwarding Invoice.

****Unsealing of albums/items is NOT part of Unboxing Service.**

Help Center: <https://help.kfriday.net/categories/23537-unboxing-service>

INCLUSION SERVICE (INC)

If you want to decrease the weight and volume by removing unnecessary items, Our Inclusion Service is here! This service is mainly for (but not limited to) Kpop albums. Each request must be from the same album (can be a different version or from different shops). If you would like to do an inclusion service for different artists and/or albums, please request it separately. For special requests such as; bookmark/calendar which might not be included in the option, you can drop it in the note. Once completed, a message will be sent with photo and video included. The Inclusion Service will provide **45 DAYS** of free storage.

Help Center: <https://help.kfriday.net/categories/23538-inclusion-service>

FORWARDING SERVICE (FWD)

Feeling Excited to receive your Goods? You can request for a Forwarding Service. Package might be split into 2 or more boxes if the weight or volume between/exceeds **25-30kg**. Currently our main partners are FedEx, UPS and Korea Post (K-Packet). We will choose the cheapest option for you. You will receive a message once the forwarding has been completed.

****If you have OFM packages, please make sure to request all of these packages which are under the same OFM on your Forwarding Request.**

Help Center: <https://help.kfriday.net/categories/23539-forwarding-service>

Pricing for Shipping: <https://www.kfriday.net/forwarding>

PAYMENT

Invoice for Unboxing Service, Inclusion Service & Forwarding Service will be sent out once Forwarding has been **completed**. You will be receiving a message with the payment Guild. PayPal and Wise are our current payment methods (**USD Only**). For WISE payment the **recipient** should be receiving in **USD**. When sending out payment, including your Kfriday ID on the note is a **MUST**. Fail to do so, our payment team won't be able to verify your payment. You will have 45 days to complete the payment. On the **46th day** onwards, we will be charging 1500 KRW per forwarding package per day. If payment still couldn't be completed after 90 days. We will be sending a final warning and the package **MIGHT** be **DISCARDED** without notification.

Help Center: <https://help.kfriday.net/categories/21487-payment>

EXCITED?

When you are ready to receive your Kfriday ID, please reply with the word **KBuddy** and our team will process your application soonest. Let's Go Buddy!

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