Private Customers

Q. Who are we?

A. Exelot operates directly with trading sites and overseas forwarding companies to provide fast, reliable and highly cost-effective solutions for ordering and receiving products internationally. The company offers an innovative shipping solution combining unique technologies and many years of experience in the fields of logistics and transportation, online trade and customs.

Q. How do I track my shipment?

A. On the company’s website, enter the tracking code which begins with the letters XLT and includes 9 digits. The website can be accessed here.

Q. How soon will I receive my shipment?

A. Customer delivery times depend mostly on the schedules of the suppliers abroad. From the moment the shipment is received at Exelot’s overseas logistics centers, the average delivery time to Israel is 5-10 working days.

Q. How does my shipment arrive?

A. Exelot makes sure that shipments ordered from abroad reach customers’ homes. To that end, we work with the leading distribution and shipping companies in Israel.

When the trading site or forwarding company want to transfer to distribution centers / delivery centers / stores or automatic devices, Excelot transfers products to them for delivery to clients.

Q. Why do I have to pay VAT?

A. According to Israeli customs and VAT regulations, goods worth more than $75 qualify for VAT payment. A full guide is available here: **https://taxes.gov.il/customs/PersonalImport/Pages/yebueshe\_guide.aspx**

Q. How is VAT calculated for my shipment?

A. According to the provisions of Israeli law, VAT is calculated based on the value of the goods as declared by the supplier abroad, plus the shipping, transportation and insurance costs, such as apply. For more information, please refer to this guide: **https://taxes.gov.il/customs/PersonalImport/Pages/yebueshe\_guide.aspx**

Q. How do I contact Exelot’s customer service?

A. You can contact Exelot's customer service in Israel via e-mail ..., by phone number ... , or via an online application form on the company's website, here: ... .

Q. When is the Exelot customer service center open?

A. The Exelot customer service center is open Sunday through Thursday from 8:30am to 4:30pm. You can leave a voice mail or email and your enquiry will be dealt with on the following business day.

Q. Does Exelot charge a fee for handling my shipment?

A. Exelot charges a VAT handling fee of 4.95NIS to cover clearing expenses, and a handling fee for customs and purchase tax of 68NIS + VAT for shipments over $500.

Q. What is Exelot’s privacy and security policy?

A. The information security policy and the website's terms of use are fully detailed here (link)

If you have any questions or inquiries please do not hesitate to contact Exelot customer service by telephone (...), email (...), or via the contact page on the Exelot website (…)