FAQs for International Purchases and Shipments of IT Hardware

In addition to the Policy Guidance for Pandemic Related Expenses, the following provides more detail for IT hardware purchases destined for an international location.

**What do I do if I need a computer?**

Work with your SCAD. They’ll help identify the right device for your needs and will ensure the transaction is processed through the appropriate process. This will also require the need to create a ship-to address for the off-campus location, which is available [here](#).

**How do I order a computer/laptop and have it shipped internationally?**

Orders placed per normal procedures may experience delays or cancellations if shipped to international destinations. Neither Apple nor CDWG will ship to international destinations, and Dell shipments will depend on product availability and destination.

To avoid unnecessary delays associated with these orders, Procurement Services recommends using SHI, a diverse, preferred University supplier. SHI is a strategic distributor of many major manufacturers such as Apple, Dell, and Lenovo. SHI will ship to most international destinations.

Before placing orders for international destinations, please reach out to SHI directly. SHI will evaluate the situation and provide the best option. Our contact is Lou Malvasi available via email at [Lou_Malvasi@shi.com](mailto:Lou_Malvasi@shi.com) or [Princeton@shi.com](mailto:Princeton@shi.com). Please note that this initial evaluation may be impacted by time zone differences and other supply chain needs. This process is intended to prevent issues with the orders before they are place.

**Does SHI ship from the US or source locally in the country to be shipped?**

SHI will first source in the destination country. They’ll evaluate inventory at their warehouses as well as the inventory of the major manufacturers if needed. If the item is not in stock or is not available from the manufacturer it will need to be ordered from the manufacturer before it can ship to the user.

**Where does SHI have locations?**

In addition to their US offices, including here in Central New Jersey, SHI has locations with full services and product availability in Canada, United Kingdom, France, Ireland, Hong Kong, and Singapore.

These local offices can also provide repair services should that be needed.

In addition, SHI has locations with most hardware and software available. These locations are shown below:
Apple refuses to ship internationally, what should I do?

SHI is a strategic distributor of Apple products. Please reach out to SHI directly (Lou_Malvasi@shi.com and Princeton@shi.com) as noted above prior to placing the order.

Who is responsible for export and import for international orders?

Typically, the party shipping the product is responsible, but this could vary depending on the shipping terms agreed upon with the supplier. If SHI is shipping the order on our behalf, SHI would be responsible for complying with export regulations for the US and import regulations at the destination country.

I have a computer/laptop in my possession and need to ship internationally, what should I do?

It is important to note that a range of logistics and risk components apply for international shipments including export compliance regulations. American River and Walker International, our preferred customs brokers, can assist you with evaluating the logistics, insurance requirements, permits, taxes, and/or duties associated with the shipment. Please refer to our International Suppliers & Shipping Guidance for more information.

What is required by an individual at the international location once they receive their computer?

Individuals should work with their department SCAD/DCS to ensure their computer/laptop is configured correctly to meet University guidelines. If necessary, the configuration can be done remotely.

Does AppleCare warranty coverage remain in effect for international shipments?

Yes. An Apple device can be taken to any authorized Apple store. For a list of retail locations in 24 countries, please use this link https://www.apple.com/retail/storelist/

Will VAT taxes or other duties and fees need to be paid if I order through SHI?

Additional taxes, duties, and fees will depend on the situation and the specific destination country. Please contact SHI directly as noted above prior to placing the order to determine what those costs might be.