

Frequently Asked Questions (FAQ's)

How can I order services from Asia Pacific Direct Australia?

Before you can order any services from APDA, you will need to create an account with us. Creating an account is simple, all you need to do is provide some details about yourself. This will allow us to recognise you, and provide you fast and efficient service. There are no charges for creating an account, and you will only pay for what you order. When you create an account (or become a member), you will be provided with a unique user ID and a password to gain access to the members area. From members area, you can edit your personal details, and you will be able to view various orders you have placed with us. From there, you will be able to send us your design brief and will also be able to choose from 150 web site designs in total, to advise us of your preference for your selected package.

- How can I order services from Asia Pacific Direct Australia?
- What is the payment process for using your services?
- Can I buy a package deal, and also order other services at the same time?
- Do I need to purchase a domain name?
- Can I use my existing domain name with APD Australia packages?
- Can I change packages once I've signed up?
- May I cancel my order/service anytime I want? Are there any charges?
- What happens to my domain name and e-mail if I cancel my service? Can I take my domain name with me?
- Are there limits to the size of my website?
- What is web hosting?
- Why do I need a website?
- How can I get a web address?
- How can I get personalized e-mail for my business or myself?

What is the payment process for using your services?

For all the packages, we require 100% payment upfront. There are various payment methods to choose from. For non-packaged services, we will provide you with a quote, and will require 50% as advance payment before the work can commence. You may also choose to pay 100% as advance payment if that is more suitable for you. If there are any changes to your job requirements, and if you wish to add additional services/changes, we will advise of the incremental cost and ask for your approval. If the incremental cost is more than 50% of the original quote, we may seek further payment before finalizing the work. Our teams are very flexible, and they will try to accommodate your change request as long as they are reasonable, without charging additional cost.

Can I buy a package deal, and also order other services at the same time?

Yes, you can. However, you will need to pay for the package deal at 100%, whereas we will provide you with a quote for other non-package services. For other non-package services, we require a 50% advance payment based on the quote. If you would like to pay for all of the services together, please call us directly and we can process the transaction as one.

Do I need to purchase a domain name?

You Do not need to purchase your domain name through us. If you already have a domain name, we can develop your website using that domain name

Can I use my existing domain name with APDA packages?

Absolutely! If you already have a domain name, you can advise us in your web designing briefing form. However, we are unable to provide any discount on the package deal as it is already at a very low cost. You may however choose to buy another domain name, and link it to your existing domain name.

Can I change packages once I've signed up?

Yes, you may change your package after you have paid. However, you will need to make the change before you submit your briefing forms. If you are upgrading to a higher package, you will need to make the payment for the incremental difference between the two packages, before we can action your package work.

May I cancel my order/service anytime I want? Are there any charges?

Yes, you can cancel your order anytime, however we are unable to refund if more than 50% of the work has already been completed. If you cancel your order after making the payment, but have not submitted the brief, we will refund 75% of the payment that you have already made.

What happens to my domain name and e-mail if I cancel my service? Can I take my domain name with me?

The domain name included with your account is registered in your name. If you cancel your hosting plan with us, you can choose to transfer your domain name to another provider. You will have to re-configure your e-mail addresses with the new provider at that time.

Are there limits to the size of my website?

It depends on whether you are buying a package or you are getting a custom website built. For package deal, you are restricted to 6 pages for Silver, 8 pages for Gold and 6 static pages for Platinum. However, if you choose a custom package, there is no restriction on how many pages your website can have. The only limit is the amount of disk space your site uses, and that can always be increased at any time for nominal hosting charges.

What is web hosting?

Web hosting is a technology service that allows you to post information on computers with permanent connections to the Internet, so people can access your information anytime, from computer with a Web browser.

Why do I need a website?

Website is a critical medium to share information across the globe. If you have information that you want to share with other people, there's no better way to do it than with a website. Whether it for business use or personal, you can use your website to share, or sell products and services to a world-wide audience. In today's market, people are more likely to look for your business on the internet than in the Yellow

- ❖ I am unable to read PDF forms on your site, what should I do?
- ❖ What are APDs DNS (domain name server) names?
- ❖ How do I check to see if a domain name is available?
- ❖ Which domain name extensions can you register for me?

- Website Development
- What is E-commerce?
- Website Promotion
- Payment Gateway

Pages.

How can I get a web address?

You can find a suitable domain name based on your choice, through our domain search function on the home page. You can also buy a domain name as an option, with our web designing packages. If you do not wish to buy a domain name through us, you can still purchase it through other vendors. You should be able to find many of those if you search for them on any of the popular search engines.

How can I get personalized e-mail for my business or myself?

Your hosting account includes e-mail, so once you register a domain and sign up for a hosting plan, you're all set.

I am unable to read PDF forms on your site, what should I do?

To be able to read PDF files, you will need to have adobe reader on your computer. You can download a free copy of the reader from adobe site (<http://www.adobe.com/products/acrobat/readstep2.html>).

What are APDs DNS (domain name server) names?

Primary Name Server: ns1.asiapacificdirect.net
Secondary Name Server: ns2.asiapacificdirect.net

How do I check to see if a domain name is available?

Use our domain search tool. **Click here** to search now

Which domain name extensions can you register for me?

We can register .com, .org, .net, .biz, .info, and all these with .au extensions.



Download PDF copy of this page

[Home](#) | [About Us](#) | [Services](#) | [Website Development](#) | [E-Commerce](#) | [What is E-commerce?](#) | [New Technologies](#) | [APD Cart Demo](#) | [Payment Gateway](#) | [Design Packages](#) | [Website Promotion](#) | [Web Hosting](#) | [Web Outsourcing](#) | [Samples Gallery](#) | [Platinum Design](#) | [Gold Design](#) | [Silver Design](#) | [Logo Design](#) | [Web Consulting](#) | [Research Services](#) | [White Papers & Articles](#) | [Animation](#) | [Toonz Animation](#) | [Clients](#) | [Client Login](#) | [Testimonials](#) | [Portfolio](#) | [Media](#) | [Sitemap](#) | [FAQ's](#) | [Get a quote](#) | [Enquiry Form](#) | [Sponsorships/Charity](#) | [Contact Us](#)

[Terms & Conditions](#) | [Privacy Policy](#) | [Resources](#)

© 2007 Copyright www.asiapacificdirect.com.au, All Rights Reserved
ABN 92 663 551 493
Level 26, 44 Market Street, Sydney Australia. Ph : 1300 795 273

