



## Online Ordering

EFILive Support - 2022-03-17 - Comments (0) - Store, Sales and Shipping

### Create an Account

Prior to placing an order in the EFILive store, users must:

1. Create an account, or log in to an existing account.  
<https://www.efilive.com/customer/account/login/>
2. Ensure your account in the EFILive Store contains complete shipping address details.

If your account details are incomplete, you will be unable to place an order in the EFILive store.

### Despatch Lead Times

**Physical Products:** Physical products such as FlashScan and AutoCal usually ship within 1 business day of order receipt. Orders will be processed and shipped during regular New Zealand business hours.

**License Activation Codes:** The product purchased will determine the time frame for the license being issued. EFILive License activation codes are sent via email to the registered email address provided on the EFILive store user account.

1. **FlashScan & AutoCal VIN Licenses (includes V3, V2, HD VIN Licenses & V1 PCM Licenses)** - Automated license processing occurs within approximately 10 minutes. Validation of your serial and auth code ensures correct order placement.
2. **FlashScan Tuning Options** - Automated processing of your Tuning Option Activation code and included VIN licenses occur within approximately 10 minutes. Validation of your serial ensures correct order placement.
3. **AutoCal Unlink Codes** - Automated processing occurs within approximately 10 minutes. Validation of your serial and auth code ensures correct order placement.

### Order Tracking

**Physical Products:** When your order is despatched from EFILive you will receive an email with a tracking number. You can use this tracking number to track your order. You can also view the delivery status of your order in your [EFILive Store Account](#).

**License Activation Codes:** When your order is processed from EFILive you will receive an email with the activation code. You can also view the activation code in your [EFILive Store Account](#).

### Shipping Policy

EFILive is a New Zealand based company. All physical products will be shipped from our

New Zealand facility and will be subject to the local customs, duties, tariffs, taxes and related charges upon importation to your country.

Except where otherwise indicated, all prices displayed in the EFILive Online Store and in the EFILive Web Site are quoted in US Dollars. All credit card charges will be made in US dollars.

Please refer to the [EFILive Shipping Policy](#) for detailed information.

#### Related Content

- [License Purchases & Activation Codes](#)
- [Payment Processing](#)
- [Order Status, Order History & Historical Activation Codes](#)