



The screenshot shows the DroidBOX website homepage. At the top, there is a navigation bar with the DroidBOX logo, a search bar, and a 'FREE DELIVERY IN THE UK' badge. Below the navigation bar, there are several menu items: HOME, CHOOSE YOUR DROIDBOX, ACCESSORIES, and BLOG & NEWS. The main content area features a large headline: 'EXPERIENCE TV LIKE' followed by 'HD shows and movies, TV channels on demand at any time'. Below this, there is a paragraph describing the device as a powerful HD Android media hub. A blue button at the bottom of this section says 'STARTING FROM: £74.95'. To the right, there is a 'BACK TO SCHOOL SALE' banner with a laptop image. Below the banner, there are product listings for various gaming handhelds, including a white handheld and a black handheld, both marked 'ON SALE'.

From Fighting with Google  
Over £400K/mo`

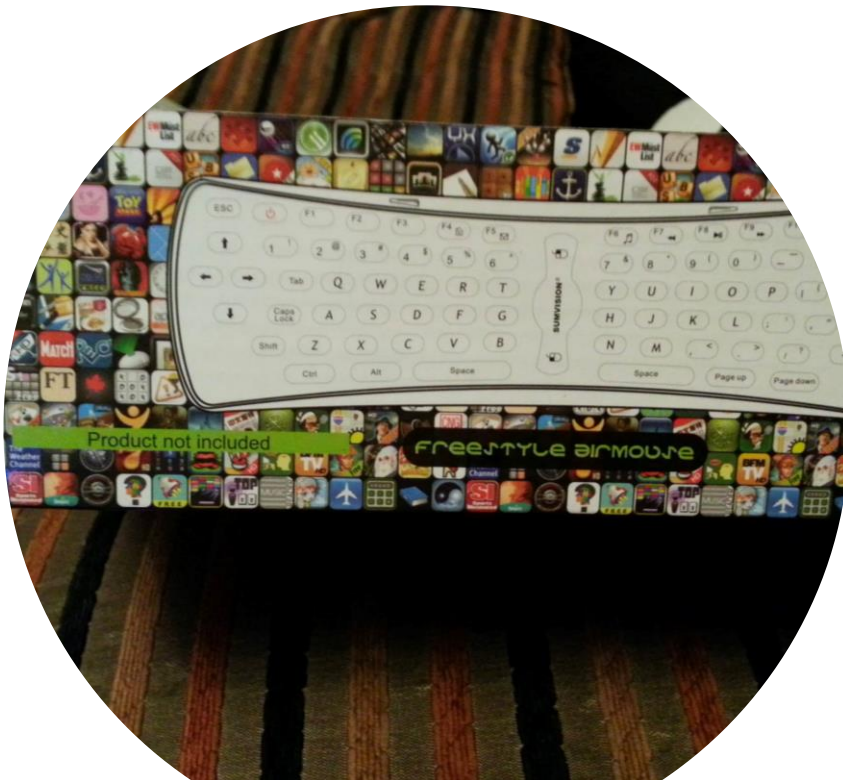


# A Journey from Passion to Ecommerce Success

From a childhood love for gadgets to the  
creation of Droix

## Spotting an Opportunity

- Searched for a media player in 2012.
- Discovered Android Box.
- Recognized a gap in the UK market.



## Taking the First Step

- Started selling on eBay in 2012.
- Realized importance of branding by 2013.
- Registered the DroidBOX trademark and domain.



## Embracing Amazon FBA



Introduction to Amazon FBA.



Shifted from manual shipping via Royal Mail.

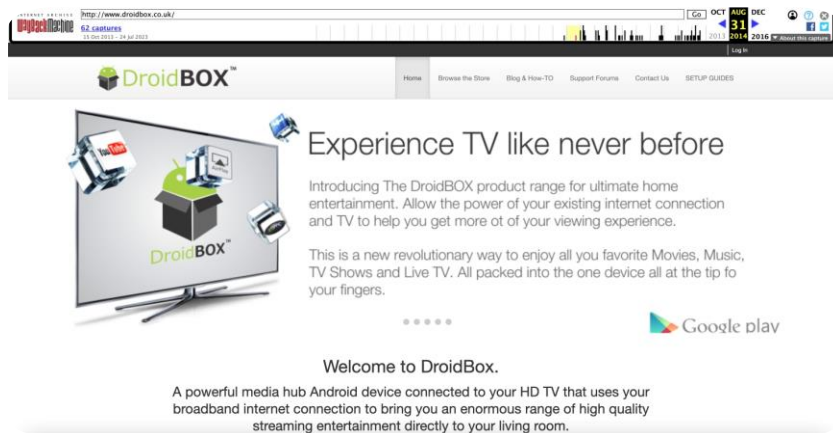


Discovered the ease of Linnworks for order management.



## Commitment to the Vision

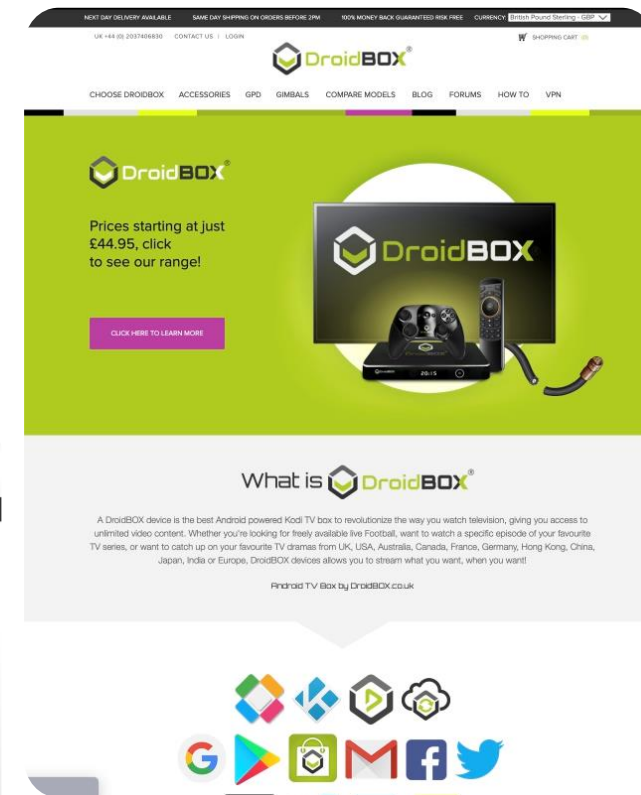
- Left full-time job in January 2014.
- Recognized the potential of an E-commerce website in 2015.
- Partnered with Magecloud for Magento 1.9 website.



The screenshot shows the DroidBOX website homepage. At the top, there's a navigation bar with the DroidBOX logo and links for Home, Browse the Store, Blog & How-To, Support Forum, Contact Us, and SETUP GUIDES. The main content area features a large image of the DroidBOX device on a TV screen. Below the image, the text reads: "Experience TV like never before" followed by "Introducing The DroidBOX product range for ultimate home entertainment. Allow the power of your existing internet connection and TV to help you get more of your viewing experience." It then states: "This is a new revolutionary way to enjoy all you favorite Movies, Music, TV Shows and Live TV. All packed into the one device all at the tip of your fingers." There are five dots below this text, with the last one filled, and a "Google play" logo. At the bottom, it says "Welcome to DroidBox." and "A powerful media hub Android device connected to your HD TV that uses your broadband internet connection to bring you an enormous range of high quality streaming entertainment directly to your living room."



The screenshot shows the DroidBOX website homepage with a more modern design. The top navigation bar includes the DroidBOX logo, "FREE DELIVERY IN THE UK", "SAME DAY SHIPPING ON ORDERS BEFORE 2PM", and "100% MONEY BACK GUARANTEED RISK FREE". Below this is a secondary navigation bar with links for HOME, CHOOSE YOUR DROIDBOX, ACCESSORIES, BLOG & HOW-TO, FORUMS, and TERMS & POLICY. The main headline is "EXPERIENCE TV LIKE NEVER BEFORE". The text below reads: "HD shows and movies, TV channels on demand at any time" and "A powerful HD Android media hub device connected to your TV, that uses your broadband internet connection to bring you an enormous range of high quality streaming entertainment directly to your living room." A blue button says "STARTING FROM: £74.95". On the right, there's an image of the DroidBOX device on a TV screen displaying the DroidBOX interface.



The screenshot shows the DroidBOX website homepage with a green and white color scheme. The top navigation bar includes the DroidBOX logo and links for CHOOSE DROIDBOX, ACCESSORIES, GPD, GIMBALS, COMPARE MODELS, BLOG, FORUMS, HOW TO, and VPN. The main content area features a large image of the DroidBOX device on a TV screen. Below the image, the text reads: "Prices starting at just £44.95, click to see our range!" and a pink button says "CLICK HERE TO LEARN MORE". At the bottom, there's a section titled "What is DroidBOX?" with a description: "A DroidBOX device is the best Android powered Kodi TV box to revolutionize the way you watch television, giving you access to unlimited video content. Whether you're looking for freely available live Football, want to watch a specific episode of your favourite TV series, or want to catch up on your favourite TV dramas from UK, USA, Australia, Canada, France, Germany, Hong Kong, China, Japan, India or Europe, DroidBOX devices allows you to stream what you want, when you want!" and the URL "Android TV box by DroidBOX.co.uk". At the bottom right, there are icons for Google, YouTube, DroidBOX, Amazon, Facebook, and Twitter.

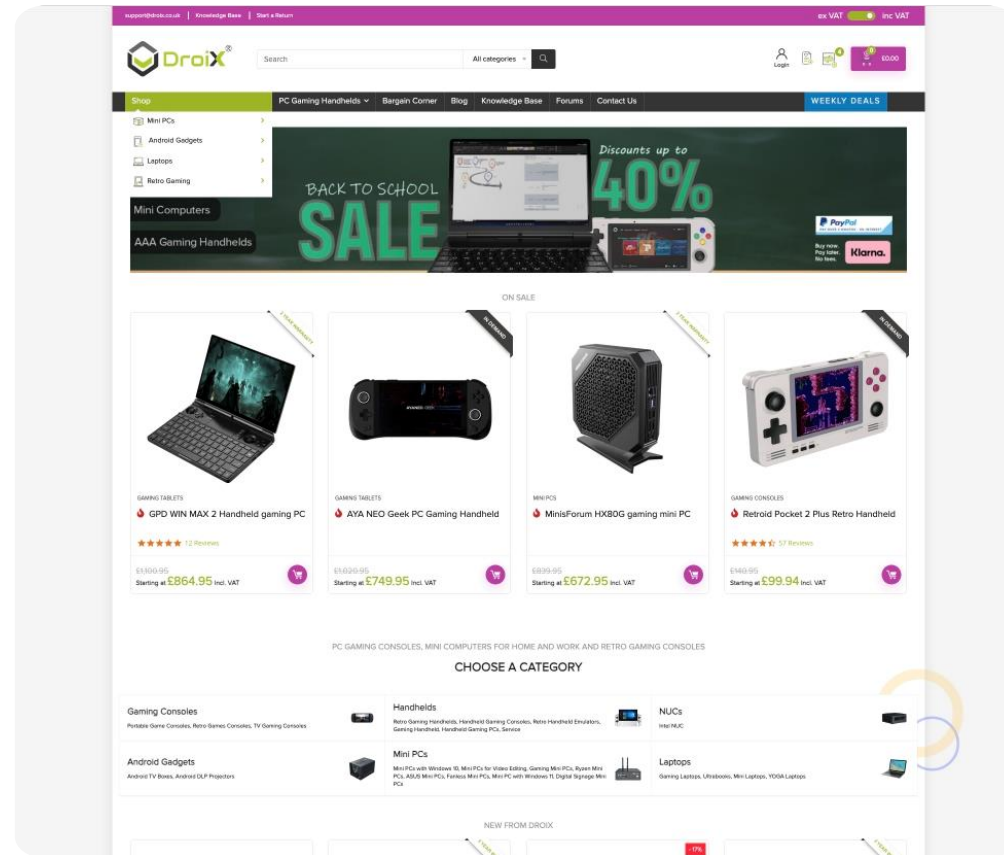
# *Navigating the Ecommerce Waves*

- Moved to a bigger office in 2015.
- Diversified products post-Brexit 2016.
- Google's objection to "DroidBOX" brand in 2016.
- Increased turnover by 25-30% in EU markets & FBA.



## A New Identity A Global Vision

- Expanded to Amazon USA (2017-2019).
- Rebranded to DroiX after 3 years of litigation.
- Introduced DroiX Global (DroiX.net) in 2019-2023.





## Importance of Relationships

- Importance of personal relations with suppliers.
- Benefits: Better deals, extended warranties, priority support.



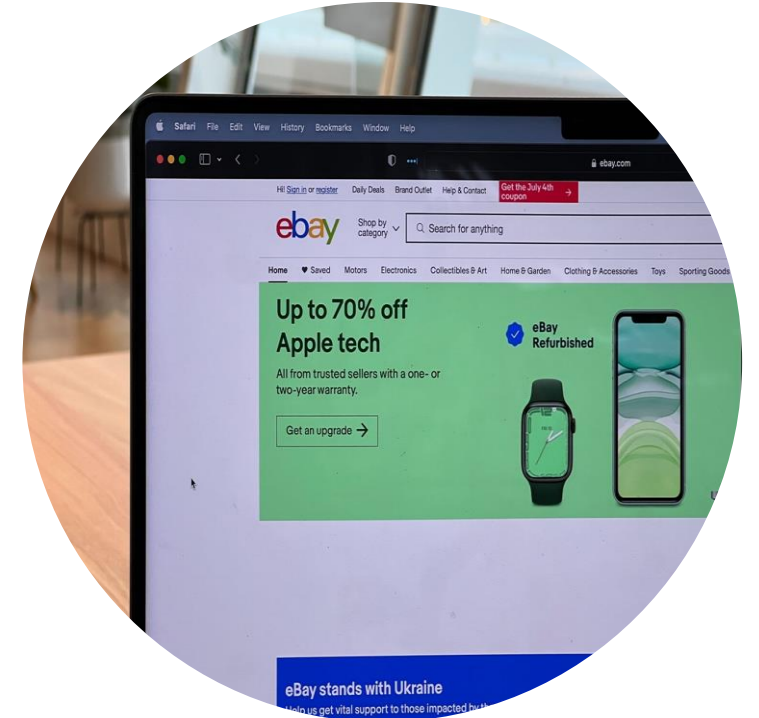
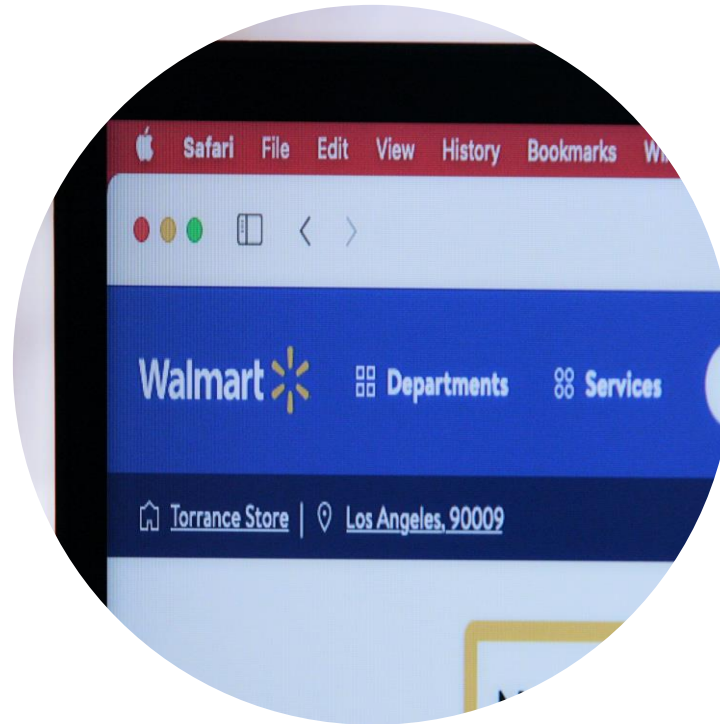
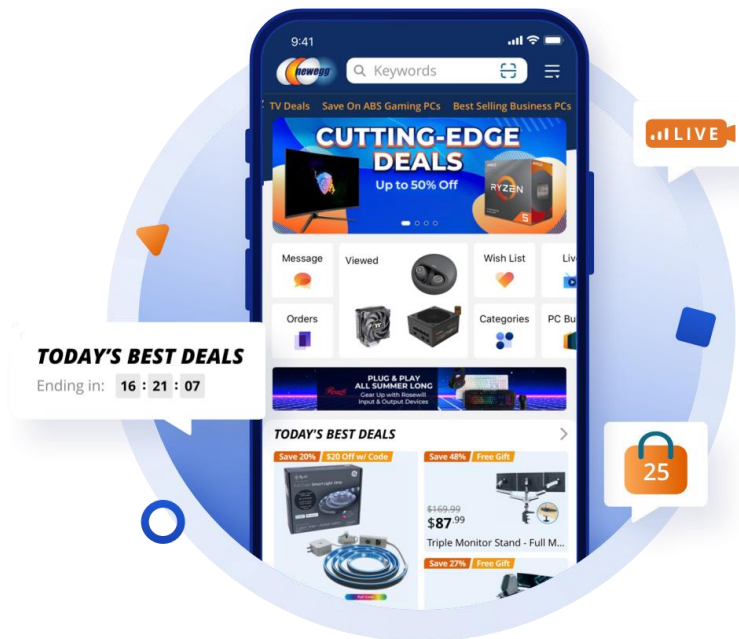
## The Present Snapshot

- Amazon, eBay, and DroiX platforms.
- Over 100 active SKUs.
- Presence on major social platforms.
- In-house team structure.



## The Road Ahead

- Strengthen video reviews and social presence.
- Expanding into more Marketplaces
  - eBay USA
  - eBay Europe
  - Walmart
  - Newegg



## From One to Many

- 10 Years of journey encapsulated
- The importance of adaptation, relationships and vision in Ecommerce





## Selling / Marketing / Future

Our Selling Platforms

Choosing the **right one**

A Product's journey

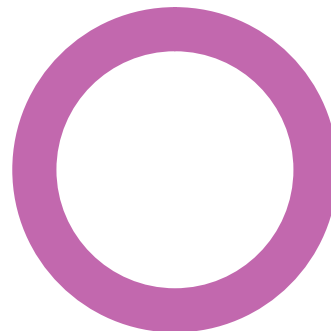
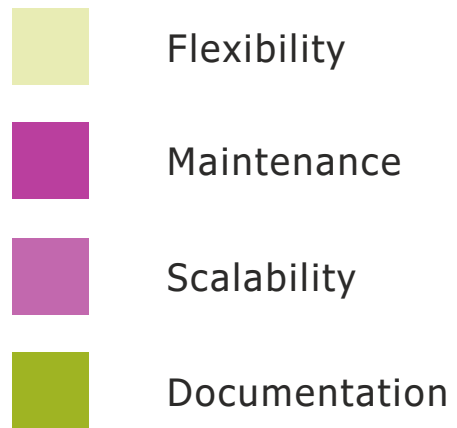
Marketing & Selling Services

# Making the Right Decision

In-house customisation

In-house design

AI Assistant for Development



## Going the Woo Commerce way

Magento to WooCommerce  
Why WooCommerce?  
Developing WooCommerce

### PROs and CONs

Plugins  
Customisable  
Documentation  
No Transaction Fees

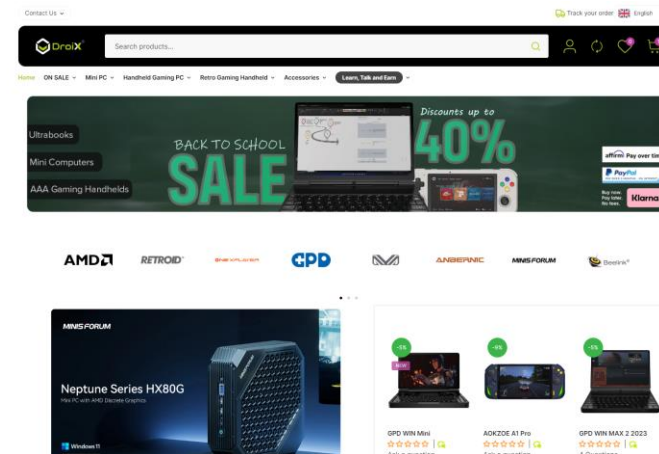
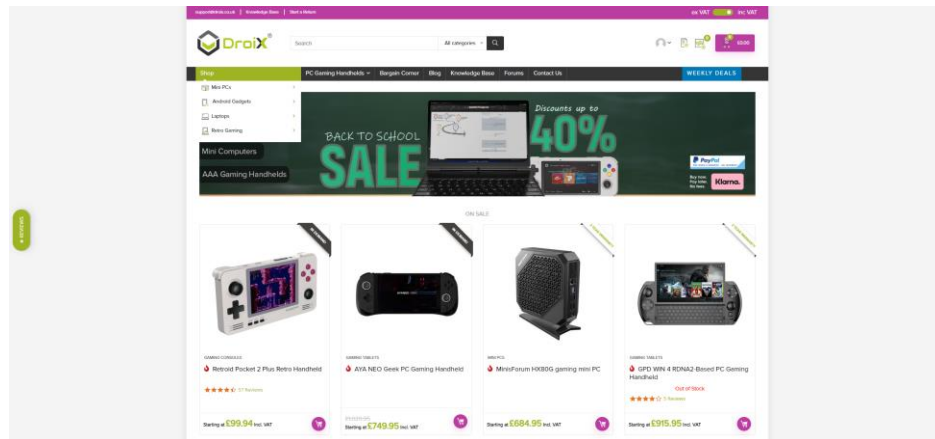
Plugins  
Customisable  
Security  
Stability



## Going Live

DroiX.co.uk for UK Customers

DroiX.net for International Customers





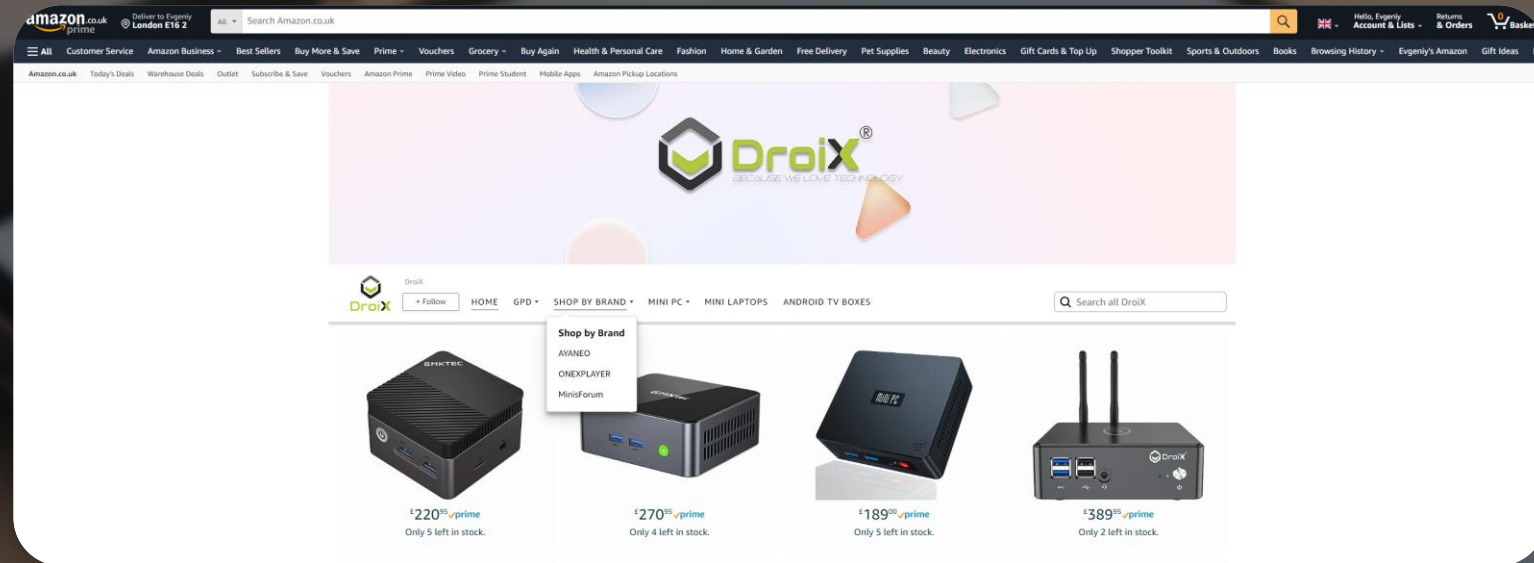
# A “must-have” Amazon

Access to over 2 billion visits

Fulfillment by Amazon

Brand Expansion

Extra Sales Revenue



## Shine a light on your product

**Marketing The Product:** Ensure visibility and awareness.

**Target Demographic:** Original materials often miss the mark.

**Importance of Good Grammar:** Bad spelling can increase website bounce rate by 85%.

**DIY Approach:** Craft your own appealing product images.

**Highlight Positives:** Showcase the product's best features.

**Control Presentation:** Images should allow customers to visualize owning the product.

**Bonus:** Unique images boost SEO.

# Miyoo mini+

Console fun childhood

2.5D Narrow frame / Full color / eye protection



# Using all the Tools

1<sup>st</sup> or 3<sup>rd</sup> Party

Droix Proteus Series 11 Mini PC with Windows 11

- Intel Core i5-1135G7 (11th Gen) Processor (Up to 4.24GHz)
- Up to 16GB Dual Channel DDR4, 4TB NVMe
- Intel Iris Xe Graphics
- 24hr Member Support, UK
- Wi-Fi 6E & Bluetooth 5.3, Thunderbolt 4

Configuration: 64GB DDR4 RAM / 4TB NVMe

Processor Model: Intel Core i5-1135G7

Price: £389.95 (incl. VAT)

Estimated delivery between 18th September - 18th September

ADD TO BASKET

2 Years Warranty

Shop now. Pay with Klarna. Learn more

or 4 interest-free payments from £96.74 with Clearpay

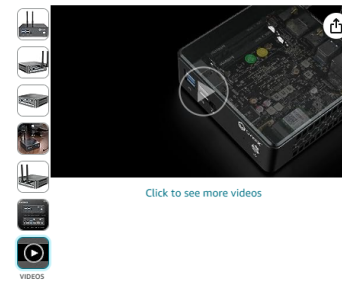
Pay in 3 interest-free payments of £115.05 with PayPal. Learn more

Description

Technical Specifications

Package Includes

Videos



Droix Mini PC Proteus 11 with Intel Core i5-1135G7 11th Gen, Micro Desktop Computer Windows 11, 16GB DDR4 RAM, 512GB M.2 NVMe SSD, Thunderbolt, Wi-Fi 6 & Bluetooth 5.2 [PRT-11-16-512]

£389<sup>95</sup>

prime

FREE Returns

From **£132.64 x 3 months** (Total interest cost: £7.96) with **12.2% APR**

Size Name: **16GB DDR4 RAM / 512GB NVMe Storage**

16GB DDR4 RAM / 512GB NVMe Storage

32GB DDR4 RAM / 2TB NVMe Storage

64GB DDR4 RAM / 2TB NVMe Storage

Colour Name: **Proteus 11 - i5-1135G7**

Purchase options and add-ons

Payment plans

Instalment options available

Specific uses for product: Gaming

Brand: Droix

Personal computer design type: Mini PC

Operating system: Windows 11

£389<sup>95</sup>

prime

FREE Returns

FREE delivery **Monday, 18 September**. Order within 10 hrs 10 mins. Details

Deliver to Evgeniy - London E16 2

Only 2 left in stock

Quantity: 1

Add to Basket

Buy Now

Payment: Secure transaction

Dispatches from Amazon

Sold by Droix GB

Returns: Returnable within 30 days of receipt

Add gift options

Add to List

New (2)

Other Sellers on Amazon

£389.95

prime

FREE One-Day Delivery

Sold by: Droix GB

Have one to sell?

Sell on Amazon

# Amazon Brand Registry

Sponsored Brand Ads

EBC Content

Stores

Videos

Brand Registry > Manage intellectual properties  
Manage intellectual properties

To filter the details view, choose a brand name.

- Brand name
- retroid
- AVA NEO
  - BITBOY
  - DBX GEMOS
  - DreadBOX
  - Drak
  - EPD
  - IMXQPro
  - Kingpec
  - Myxo
  - MOQ
  - One Notebook
  - ONEPLAYER
  - retroid

## Product Description



### Power in your palm

The Retroid Pocket Flip retro handheld emulator features the ARM Cortex 2x A75 @ 2.0 Ghz and 6x A55 @ 2.0 combined for high performance eight core processing. The Mali G52 MC2 @ 850MHz provides fast graphics processing for gaming on.



### Endless customization possibilities

The Retroid Pocket Flip with Android 11 has full access to the Play Store for downloading and updating the latest apps and games. As a retro gaming handheld, it is excellent with support from the earliest classic consoles of the 70s up to eighth generation handhelds of the 2000s.



### Blazing fast with plenty of storage

The handheld gaming console comes with 4GB of fast LPDDR4x RAM @ 1866MHz. There is also 128GB of high speed eMMC inside the Retroid Pocket Flip for plenty of storage for your games. The storage can be further increased via a micro SD card slot if required.



### Plenty of connectivity

The Retroid Pocket Flip has high speed Wi-Fi 5 2.4G / 5G 802.11 b/g/n/ac for updating the Android 11 apps and playing multiplayer games. The Bluetooth 5.0 allows connectivity with high-speed peripherals.



### Beautiful Clamshell Design

Introducing the RETROID Pocket Flip, the latest retro gaming handheld device from GoRetroid. This portable console boasts a beautiful 4.7-inch touch screen display that brings your favorite retro games to life with stunning visuals and vibrant colors. The high-resolution screen provides enhanced clarity, allowing you to truly immerse yourself in the nostalgia of classic gaming. Navigating through menus and controlling games is a breeze with the intuitive touch screen controls. With its compact size and ergonomic design, the RETROID Pocket Flip fits comfortably in your hands, ensuring a comfortable gaming experience even during long gaming sessions. The clamshell design not only adds a touch of nostalgia but also protects the screen when closed, making it perfect for on-the-go gaming.



### What's included

The Retroid Pocket Flip box includes the



### Lots of options

Watermelon: This color option features



### Meet the Flip

The Retroid Pocket Flip is a handheld



### Play on the big screen

The Retroid Pocket Flip offers the



Sponsored  
retroid Handheld  
Pocket Flip  
16BitUS Gaming...  
★★★★☆ 2  
\$237.95  
prime



\$237.95 prime  
Only 14 left in stock.

\$230.95 prime  
Only 3 left in stock.

# Multi-Language Content

Listings, Ads, Videos

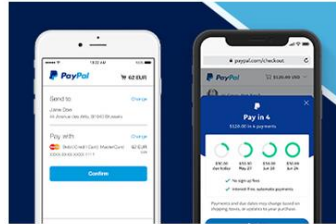
**Verkauf!**  
**Retro Pocket Flip**  
★★★★★ | Eine Frage stellen  
**€166,28** -25%  
FARBE: Wassermelone  
Kategorie: [Kits](#)  
✓ Auf Lager (kann nachbestellt werden) | [Zur Wunschliste hinzufügen](#)  
Estimated delivery between 18th September - 19th September  
1 [In den Warenkorb legen](#)  
Shoppe jetzt. Bezahle mit Klarna. [Mehr erfahren](#) [Klarna](#)  
Back to School SALE - Bis zu 40% auf alle Produkte  
00 : 10 : 51 : 46  
Tage Stunden Min. Sek.  
• Prozessor: **Unisoc Tiger T618 CPU**  
• CPU: 2\*475@2.0GHz + 6\*A55@2.0GHz  
• GPU: Mali G52 MC2@850MHz  
• DRAM: **4GB LPDDR4x@1866MHz** (3733Mbps)  
• Speicher: **128GB eMMC 5.1**  
DROIX-GARANTIE  
VERSAND UND STEUERN  
KUNDENBETREUUNG  
DAS PAKET ENTHÄLT

**retroid Handheld Pocket Flip 16BitUS Gaming-Konsole mit 8-Core-Prozessor 4G LPDDR4x RAM 128GB eMMC Android 11 WiFi BT5.0[RETROID-FLIP-16BitUS]**  
Besuche den retroid-Store  
4.5 ★★★★★ | 2 Sternebewertungen  
**265<sup>95</sup> €**  
Preisangaben inkl. USt. Abhängig von der Lieferadresse kann die USt. an der Kasse variieren. Weitere Informationen.  
Spare bis zu 3% mit Preisen für Unternehmenskunden. Registriere dich für ein kostenloses Amazon Business-Konto  
**Coupon:**  52€-Coupon anwenden [Weitere Artikel](#) | [Bedingungen](#)  
Möchtest du dein Elektro- oder Elektronikgerät kostenlos recyceln?  
Spare bis zu 3% mit Preisen für Unternehmenskunden. Registriere dich für ein kostenloses Amazon Business-Konto  
Farbe: **16 BitUS**  
**Kaufoptionen und Plus-Produkte**  
**Ratenzahlung**  
Ab 54,80 €/M. (5 M.) mit 12,05% eff. Jahreszins  
Marke: retroid  
Speicherkapazität: 128 GB  
Betriebssystem: Android 11  
Farbe: 16 BITUS  
Größe des installierten RAM-Speichers: 4 GB  
Modelljahr: 2023  
▼ Mehr anzeigen  
**Info zu diesem Artikel**  
• Der Retro Pocket Flip ist ein Premium Retro Gaming-Handheld, das über ein modernes Clamshell-Design verfügt, mit den Maßen 5,4 x 3,2 x 0,98 Zoll (13,9 x 8,2 x 2,5 cm) und einem Gewicht von nur 270 g ist somit sehr tragbar.  
• Sein ARM Cortex 2 x A75 @ 2,0 GHz und 6 x A55 @ 2,0 kombiniert für eine hochleistungsfähige Achtkernverarbeitung und der Mali G52 MC2 @ 850 MHz bietet schnelle Grafikverarbeitung für Gaming auf  
• Mit 4 GB schnellem LPDDR4x RAM bei 1866 MHz und 128 GB High-Speed eMMC kann der Speicher über einen Micro-SD-Kartenslot weiter erweitert werden.  
• Das klassische D-Pad ist bequem und reaktionsschnell für pixelperfekte Bewegung, und die Retro-Gaming-Handheld-Tasten sind doppelt gespritzt, was die Lebensdauer der ABXY-Logos verbessert, so dass sie nach dem Gebrauch nicht abblättern oder verblasen

**265<sup>95</sup> €**  
Lieferung für 15,59 € 18. - 19. September. Details  
📍 Liefere an Evgeniy - E16 2 London  
**Auf Lager**  
Menge: 1  
[In den Einkaufswagen](#)  
[Jetzt kaufen](#)  
Zahlung Sichere Transaktion  
Versand Droix DE  
Verkäufer Droix DE  
Rückgaben Returmierbar innerhalb von 30 Tagen nach Erhalt  
Für weitere Informationen, Impressum, AGB und Widerrufsrecht klicke bitte auf den Verkäufernamen.  
[Auf die Liste](#)  
**Bei Amazon Business kaufen**  
Spare bis zu 3% bei diesem Produkt mit Preisgestaltung nur für Unternehmen.  
[Kostenloses Konto erstellen](#)  
Möchtest du verkaufen?  
[Bei Amazon verkaufen](#)

 G Pay

 Apple Pay



**clearpay** 

Shop now. Pay later.  
Always interest-free.

 Add your favourites to cart

 Select Clearpay at checkout


 Log into or create your Clearpay account. Instant approval decision


 Your purchase will be split into 4 payments, payable every 2 weeks


All you need to apply is to have a debit or credit card, to be over 18 years of age, and to be a UK resident. Late fees and additional charges apply. The first payment is due at the time of purchase. For complete terms visit [clearpay.com/terms](https://www.clearpay.com/terms)

**Klarna.**

BUY NOW, PAY LATER

 FIND THE ITEMS YOU LIKE, ADD THEM TO YOUR BASKET

 SELECT KLARNA PAYMENT METHOD AT CHECKOUT

 PAY IN 30 DAYS OR INSTANT FREE PAYMENTS

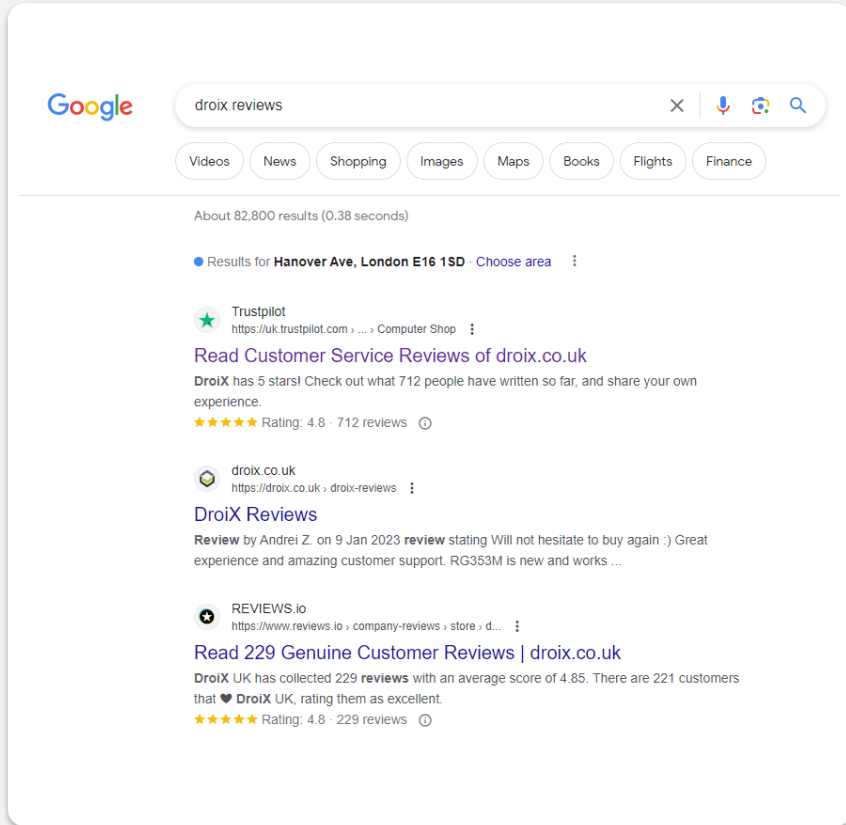
Payments  
Selling Fees

Payment Methods

First Party Fees

Payment Processor Fees

Amazon Selling Fees



# Brand Strength

Review Aggregators

Google MyBusiness

Influencers

Customers

# Community Voice

## Word to Mouth / Perception of Brand

**Retro Game Corps** @RetroGameCorps · Jul 20  
DroiX is having a big sale to celebrate 10 years of business — some good deals here especially for those in UK/EU. Great way to get a handheld with excellent customer service and peace of mind if something goes wrong with your device.

**DroiX** @DroiX\_Store · Jul 19  
To celebrate 10 years of #DroiX we have a massive up to 40% off #sale across our store with amazing #deals on retro gaming handhelds, gaming handhelds, mini PC, accessories and more!  
go.droiX.co.uk/3cHvVL (UK) & go.droiX.co.uk/gzmZsr (Worldwide)

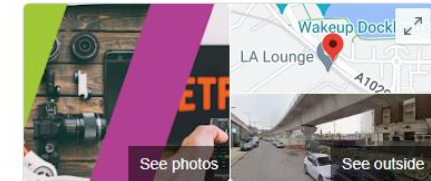


**Retro Dodo** @retro\_dodo · Feb 28  
Our friends at @DroiX\_Store have opened up pre-orders for the Miyoo Mini+!  
Snag one here [droix.net/product/miyoo-...](https://droix.net/product/miyoo-...) (aff)

They are one of the best places to buy handhelds if you want fast shipping and genuine customer service. ★



The screenshot shows a product listing for a 'GPD WIN 4 RDNA2-Based PC Gaming Handheld'. The product image shows the handheld in a landscape scene. Below the image are several smaller images of different handheld models. The listing includes a 4.75-star rating (11 reviews), a price of £1,480.00, and a total price of £1,495.21 including delivery. There are buttons for 'View details' and 'Visit site'.



**DroiX**  
Website Directions Save  
4.8 ★★★★★ 207 Google reviews ⓘ  
Computer wholesaler in London, England  
**Address:** 54C Expressway, N Woolwich Rd, London E16 2AA  
**Hours:** Open · Closes 5:30 pm · More hours  
**Phone:** 020 3740 6830



**DroiX**

Reviews 712 • Excellent



VERIFIED COMPANY

**DroiX UK Reviews**



4.9 Rating 229 Reviews





## Customer service

- Options for contacting DroiX  
e-mail, phone, live chat, contact form
- Knowledge base
- Customer support software
  - Zendesk
  - SupportSync
- 3 dedicated people for customer support – reply time < 24h
  - One dealing 12 hours per day with Zendesk & Live chat
  - One person dealing with customer returns & technical support
  - One person answering the phone line and handling logistics related issues





## Customer support software

- Integrates all communication options to the customers
- Integrates Channel Reply messaging from our marketplaces including Amazon, eBay, Walmart
- Rich in features but can get pricey
- Average number of tickets per month is around 2000
- Most common questions from customers - use of macros

Where is my order?

When will it ship?

I want to cancel my order.

Will I need to pay import taxes?

## Customer return software

- Streamlines the process
- Provides an automated frontend system for customers to track the progress of their return
- Provides reports with statistics

### Return (DroiX RMA # RN23091495 - UK - London)

**Camilo Ramos**  
[ramosg@...@gmail.com](#)  
[4108396](#) [Edit](#)

3 [redacted] Avenue  
[\[redacted\] \[redacted\] \[redacted\]](#)  
 United Kingdom [Edit](#)

---

Created By: **Stuart Ross**

Created On: 9/05/2023 10:30 AM

Last Updated: 9/12/2023 5:10 PM

Status: completed

Reason: Defective

Return Type: Standard Return

Source Case: [126: PC Malfunction](#)

Return Tracking Number: Q[redacted]5B

LW Order ID: 273110

Product	Qty	Action	Received	Shipped
PROTEUS 11 i5-1135G7 16GB/512GB	1	Repair	✓ 9/8/2023	✓ 9/12/2023
<b>SN</b>	Received/Shipped: <a href="#">SND-RN23091495</a>			
<b>Items Req'd</b>	Power Adapter, SATA Cable, User Manual			
<b>Shipping Method</b>	Premium Returns			
<b>Received</b>	Date: 9/8/2023 Carrier: Other Product/Items: (1) PROTEUS 11 i5-1135G7 16GB/512GB - Power Adapter, SATA Cable, User Manual			
<b>Shipped</b>	Date: 9/12/2023 Carrier: DPD Tracking Number: 15503603851528 Product/Items: (1) PROTEUS 11 i5-1135G7 16GB/512GB - Power Adapter, SATA Cable, User Manual Shipping Address: [redacted]			

**Notes** 4

**Adrian Mendez** on 9/12/2023 5:10 PM (Shipping)  
New replacement sent to customer.

**Adrian Mendez** on 9/12/2023 4:41 PM (General)  
Original pc confirmed faulty after several tests. Replacement to be tested and dispatched.

**Adrian Mendez** on 9/08/2023 3:45 PM (Receiving)  
Device received, taken for testing.

**Stuart Ross** on 9/05/2023 10:30 AM (General)  
RMA108396 Constant BSOD's

# Chinese suppliers providing RMA

Device	Colour (if applicable)	Condition	Serial Number	Other Identifier(s)	Reported Issue(s)	Returned?	Notes
Win Max 2021 i7 1195G7	Space Gray	Device	2010101087	20230313-1	Doesn't boot.	yes, fixed	
Pocket 2 m3 8100Y	Space Gray	Device	2010100697	20230313-2	Keyboard and USB ports not working	yes, fixed	
P2 Max N6000	Space Gray	Device	2111100905	20230313-3	BSOD crashing. No display (used to repair another P2 max)	yes, fixed	
Win 2 (No SSD)	Space Gray	Device	N/A	20230313-4	Doesn't boot.	10/7/2023 - fixed	
Win 2 8100Y 256GB	Space Gray	Device	2005100555	20230313-5	Touch screen not working	yes, fixed	
Win 2 8100Y (No SSD)	Space Gray	Device	N/A	20230313-6	Touch screen not working	yes, fixed	128GB Installed.
Micro PC (No SSD)	Space Gray	Device	2111100152	20230313-7	Faulty Fan, Faulty Touchpad, No battery, Faulty mouse buttons.	yes, fixed	
Micro PC (No SSD)	Space Gray	Device	2005101968	20230313-8	Mainboard faulty, No battery.	yes, fixed	
Pocket 3 1195G7	Space Gray	Device	N/A	20230313-9	Fingerprint scanner faulty. (Sample device)	yes, fixed	
Pocket 3 1195G7	-	Mainboard	N/A	20230313-10	Faulty	yes, fixed	
Win 3 i7 1165G7	-	Mainboard	N/A	20230313-11	Faulty (no video output, constant vibration)	yes, fixed	
Win 3 i7 1165G7	Space Gray	Device	2106200918	20230313-12	Mouse/Gamepad switch not working	yes, fixed	
Win 3 i7 1165G7	Silver	Device	2106201159	20230313-13	Mouse/Gamepad switch not working	yes, fixed	
Win 3 i7 1165G7	Silver	Device	N/A	20230313-14	Faulty, No SSD, No battery, No fan,	yes, fixed	
Win 2 256GB 7th Gen	Space Gray	Device	N/A	20230313-15	Display faulty.	yes, fixed	
Win 2 8100Y 256GB	Space Gray	Device	N/A	20230313-16	Touch screen not working	yes, fixed	
Win 2 (No SSD)	Space Gray	Device	1910101478	20230313-17	Doesn't boot.	yes, fixed	
Win 3 i7 1165G7	Space Gray	Device	2106201161	20230313-18	Mouse/Gamepad switch not working	yes, fixed	
Win 3 i7 1195G7	Space Gray	Device	2112101337	20230313-19	Doesn't boot. Constant vibration. F	yes, fixed	
Win 3 i7 1165G7	S	Device	N/A	20230313-20	Doesn't charge. Keyboard backlight	yes, fixed	
Win Max 2021 i7 1195G7	Space Gray	Device	2007102408	20230313-21	Ghost touches when on charger. Pr	yes, fixed	
Micro PC 256GB	Space Gray	Device	2011100326	20230313-22	Doesn't boot. Previous RMA for the	yes, fixed	
Pocket 1	Sliver	Device	N/A	20230313-23	Audio is very loud and glitchy.	yes, fixed	
Micro PC 256GB	Space Gray	Device	N/A	20230313-24	Doesn't power on.	yes, fixed	
BiWin NVMe 2280 1TB			2122044301648	20230313-25	Faulty	yes, fixed	
BiWin NVMe 2280 1TB			2122044303043	20230313-26	Faulty	yes, fixed	
BiWin NVMe 2280 1TB			2150031502061	20230313-27	Faulty	yes, fixed	
BiWin NVMe 2280 1TB			2150031501244	20230313-28	Faulty	yes, fixed	
BiWin NVMe 2280 2TB			2249088301427	20230313-29	Faulty	yes, fixed	
BiWin NGFF 2240 128GB			2022036901001	20230313-30	Faulty	yes, fixed	
BiWin NGFF 2240 128GB			1832005902420	20230313-31	Faulty	yes, fixed	
			RMA Ref ID	20230313-31			
			Dispatched via UPS	1Z0WA7186707463033	13-Jun-23		
			Received at GPD	on 20-Jun-23			



## Logistics



- Fulfilling orders to customers – delivery and local collection
- Lost for 2023 – more than 30 parcels.

Global Mail (Deutsche Post) lost more than 20 and after we claimed they informed us the parcels were destroyed due to hazmat

How to protect  
Choose your shipping partners carefully

Insure your parcels

- Other issues (damaged, delayed, missing items, disputed deliveries)
- Collection issues with DPD

Missed collections – delayed orders

Non scanned parcels – lost, unable to claim

# Scams

- Disputed deliveries



- Ways to protect



Parcel 1550 5361 832 296 F (Entertainment Gadgets Ltd)  dpd

Delivered, received by NEIL, on 09 Aug 2023 at 16:22 (PIN provided)



*PIN code required upon delivery*



### DENIAL OF RECEIPT FORM

Order Details: Order Number: \_\_\_\_\_  
 Customer Name: \_\_\_\_\_  
 Delivery Address: \_\_\_\_\_  
 Date of Delivery: \_\_\_\_\_  
 Product Details: Product Name: Oneplayer Mini Pro  
 Serial Number: 2301010700199

I, \_\_\_\_\_ (full name), hereby declare that I did not receive the Oneplayer Mini Pro device as part of the order referenced above, which was delivered to the address specified on the date mentioned. The package I received contained only the box with accessories, and the device itself was missing.

I understand that this Denial of Receipt form will be used by DroiX and DPD to investigate the issue and process my claim. I confirm that the information provided above is true and accurate to the best of my knowledge.

Full Name: \_\_\_\_\_  
 Signature: \_\_\_\_\_  
 Date: \_\_\_\_\_



## Logistics - BREXIT

- Implementing shipping services to adjust to the change – DDP, IOSS
- Issues with customers from EU

“Will I need to pay import taxes?”

Nico [redacted]

To: DroiX Support Team [Show more](#)

hello here is nico [redacted].

Order id:

**DXGLOBAL-** [redacted]

I just got a payment request from customs (mail) inside it says that I have to pay 54.58 customs costs.

I wasn't told that in advance and it's also too expensive for me. do you cover this fee



**Please note: All orders are shipped from the United Kingdom.**

**If you live outside the UK, as per our [Terms and Conditions](#), you are required to pay all duties and taxes upon import into your country.**

- I have read and agree to the [terms and conditions](#) of this website. I also acknowledge that orders shipped to the EU and Canada may be subject to additional taxes.\*
- Sign me up to receive email updates and news (optional)

Complete Order

# Social Media

We use all the main social media platforms for customers to contact us with any queries.

We also use these platforms to promote our store and engage with customers.

The screenshot shows the YouTube channel page for DroiX. At the top, there is a search bar and navigation tabs for HOME, VIDEOS, SHORTS, PLAYLISTS, COMMUNITY, CHANNELS, and ABOUT. The main content area features a large video player for "GPD WIN 4 Review AMD Ryzen 7840U and Ryzen 5 7640U mo..." with a description and a "READ MORE" link. Below the player is a "Videos" section with a "Play all" button and a grid of six video thumbnails. Each thumbnail includes a title, a duration, and view/engagement statistics. The thumbnails cover topics like GPD WIN 4 2023 Review, GPD WIN MAX 2 2023 Ryzen 7640U Review, GPD G1 USB 4 Benchmark Comparison, GPD G1 Teardown, GPD G1 eGPU Docking Station Review, and AOKZOE A1 Pro Review. Below this is a "DroiX Review Videos" section with another "Play all" button and a description of the playlist. It features a grid of six more video thumbnails, including GPD WIN 4 2023 Review, GPD G1 eGPU Docking Station Review, AOKZOE A1 Pro Review, Anbernic RG Nano Review, AYA NEO 2S Review vs ROG Ally & GPD WIN MAX 2 2023, and Anbernic RG353PS Review.

Search

HOME VIDEOS SHORTS PLAYLISTS COMMUNITY CHANNELS ABOUT

GPD WIN 4 Review AMD Ryzen 7840U and Ryzen 5 7640U mo...  
3,929 views · 12 days ago

The 2023 refresh of the popular #GPD WIN 4 model is out soon! In our review we check out the 7840U and 7640U models with an unboxing, overview, benchmark comparison and gameplay.

You can learn more and order your GPD WIN 4 2023 from us at DroiX. Use the discount code GPDWIN450FF for a 5% discount. NOTE: Code valid for one month and can not be used during sales or promotions...  
READ MORE

Videos ▶ Play all

GPD WIN 4 2023 REVIEW 10:03  
GPD WIN MAX 2 2023 RYZEN 7640U REVIEW WITH PERSONAL SPEC BENCHM... 9:50  
GPD G1 USB 4 BENCHMARK COMPARISON WITH AYA NEO... 10:06  
GPD G1 TEARDOWN 16:47  
GPD G1 eGPU DOCKING STATION REVIEW - SUPERCHARG... 9:21  
AOKZOE A1 PRO REVIEW - LOWER COST HIGH PERFORMAN... 12:00

GPD WIN 4 Review AMD Ryzen 7840U and Ryzen 5...  
3.9K views · 12 days ago

GPD WIN MAX 2 2023 RYZEN 5 7640U Review - Awesome...  
4.8K views · 3 weeks ago

GPD G1 USB 4 Benchmark Comparison with AYA NEO...  
2.3K views · 1 month ago

GPD G1 teardown - We take apart this eGPU docking...  
2K views · 1 month ago

GPD G1 eGPU docking station review - Supercharg...  
4.1K views · 1 month ago

AOKZOE A1 PRO Review - Lower cost high performan...  
3.1K views · 1 month ago

DroiX Review Videos ▶ Play all

A playlist of all the DroiX Review Videos which can include product unboxing, overviews, benchmarks and demonstrations.

GPD WIN 4 2023 REVIEW 10:03  
GPD G1 REVIEW DOCKING STATION WITH BUILT IN... 9:21  
AOKZOE A1 PRO REVIEW - LOWER COST HIGH PERFORMAN... 12:00  
RETRO GAMING FOR A... 10:34  
AYA NEO 2S REVIEW 14:28  
ANBERNIC RG353PS REVIEW 11:51

GPD WIN 4 Review AMD Ryzen 7840U and Ryzen 5...  
DroiX  
3.9K views · 12 days ago

GPD G1 eGPU docking station review - Supercharg...  
DroiX  
4.1K views · 1 month ago

AOKZOE A1 PRO Review - Lower cost high performan...  
DroiX  
3.1K views · 1 month ago

Anbernic RG Nano Review - Tiny retro gaming handheld...  
DroiX  
904 views · 2 months ago

AYA NEO 2S Review vs ROG Ally & GPD WIN MAX 2 2023...  
DroiX  
6.7K views · 2 months ago

Anbernic RG353PS Review - Excellent entry level retro...  
DroiX  
1.7K views · 2 months ago



## Not all social media works for us

### What works

- YouTube
- Twitter/X
- Blogs

### What doesn't work

- Instagram
- TikTok

### Mixed Success

- Facebook



## Why does it not work for us?

- It can take a lot of time to create content specific for a social media platform
- You must consistently post new content to be relevant (several posts a day on Twitter for example)
- Low engagement on platforms such as Instagram and TikTok (time spent versus results)



#Retroid Pocket 3+ ...



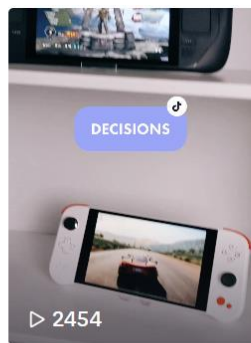
#GPD Win MAX 2 ...



RG353M #blackfriday ...



Checking out the ...



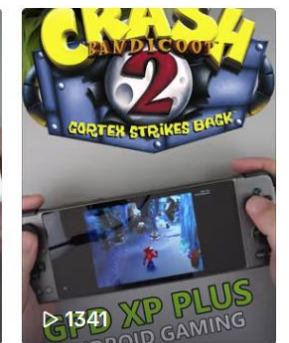
decisions, decisions ...



Shadow Complex Remas...



Fall Guys on the Win 600...



Classic Crash Bandicoot ...

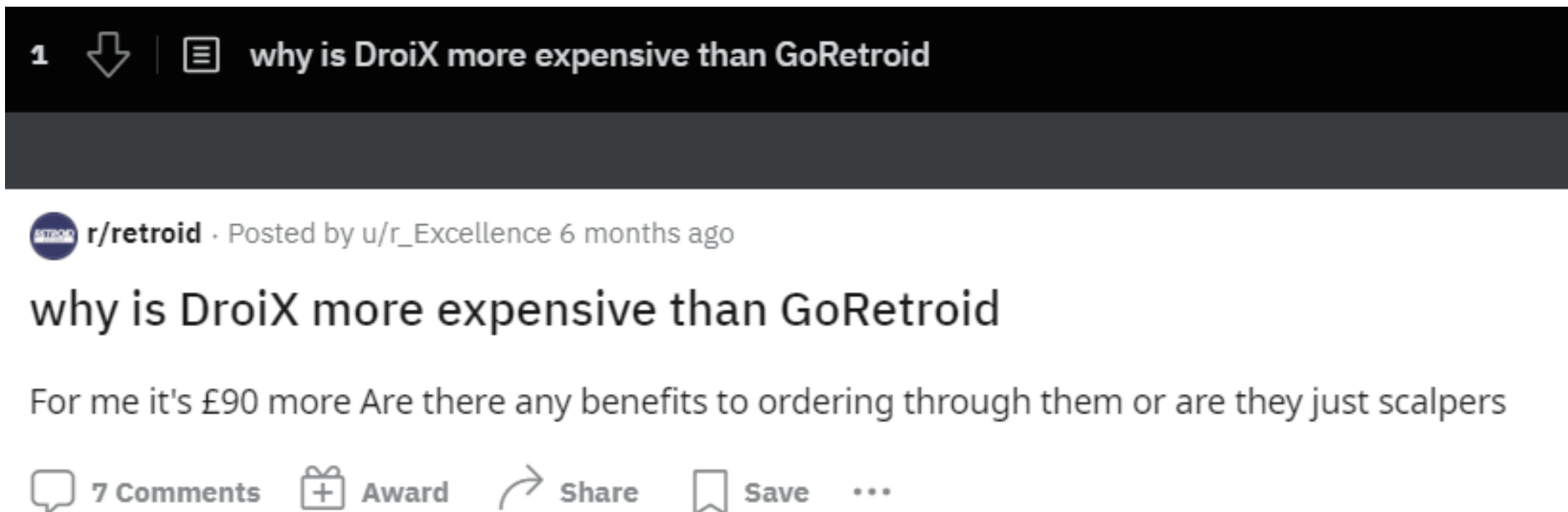
# Loomly

- Create & schedule posts
- Reuse content to post to multiple social media platforms
- Read & reply to comments and messages in one place


31	1	2	3	4	5	6
● WIN MAX 2 23 Double Dragon 10:26 AM Fluff Instagram	● 10 anniversary sale and giveaway 1:00 PM Promo Facebook, Twitter, Instagram		● 10 Year Giveaway 3:00 PM Promo Facebook, Twitter, Instagram ● Retroid Pocket 3+ METAAAAAAAAAL 5:00 PM Facebook, Twitter, Instagram, YouTube ● Retroid Pocket 3+ METAAAAAAAAAL 5:08 PM YouTube		● Oceanhorn GPD WIN MAX 2:00 PM (x1) 2 23 Fluff Facebook, Twitter, Instagram, YouTube	● 10 Year Giveaway 6:00 PM Promo Facebook, Twitter, Instagram
7	8	9	10	11	12	13
	● GPD G1 delay 11:26 AM Fluff Facebook, Twitter, Instagram, YouTube ● 3rd place giveaway 3:00 PM Promo Facebook, Twitter, Instagram, YouTube			● GPD G1 USB benchmarks 5:08 PM (x1) Blog Post Twitter, Instagram, YouTube, Facebook, YouTube		
14	15	16	17	18	19	20
		● GPD WM2 2023 R5 Review 5:10 PM Blog Post	● GPD WIN Mini Coming Soon 1:25 PM Promo			

## A different approach

- **Identifying niche platforms such as Reddit & Discord servers run by fans, manufacturers etc**
- **Finding many unchallenged comments regarding DroiX**







1 ↓ | ☰ why is DroiX more expensive than GoRetroid

 r/retroid · Posted by u/r\_Excellence 6 months ago

### why is DroiX more expensive than GoRetroid

For me it's £90 more Are there any benefits to ordering through them or are they just scalpers

 7 Comments  Award  Share  Save ...

## A different approach

- **Answer queries**
- **Engage in conversations. Do not to self-promote unless it's a direct question to the business**
- **Build reputation and trust with users of the platform**



DroiX\_Dave · 6 mo. ago

At DroiX, we always buy direct from the manufacturers and not from indiegogo, aliexpress etc. We often work closely with the manufacturers and it is one of the reasons why we can also offer repairs and spare parts as we get them directly from the company.

Our costs are higher for a number of reasons, a few already have been mentioned here. We are based in UK so our .co.uk site includes all the usual taxes already paid for. Our .net site shows without taxes and are paid by the customer as with any ordering from overseas.


We are a business and do have operating costs, we have to pay staff, office/warehouse costs, website fees, credit card processing payments and many other costs that come with running a business. And of course at some point we do have to make a profit.

We do try to balance the costs with excellent customer service and warranties. Depending on the product we provide a 1-2 year warranty. If there is a fault, the product is returned to us and we pay the costs both ways. We aim to repair or replace as soon as possible, usually within a week, but sometimes this can take a little longer depending on the issue etc.

All of this does mean that our prices are a little more expensive than if you buy from China. It is great if you don't get stung for import fees and have no issues at all with the product. But what happens when something goes wrong and the usually useless China returns process can in some case take months. We get many people that bought from China either asking us if they can help fix it, or to contact the company on their behalf to ask them to reply to their emails they have been sending!

## Word of mouth


- **Free advertising**
- **People talking about and recommending your brand**
- **Builds legitimacy for your business**

 but\_are\_you\_sure · 12 days ago

Droix has a premium but amazing warranty/supports. And a delay since IGG ships first. IGG has the cheaper price but coin flip support. And ships sooner.


Pick what's best for you (I did Droix)

1 upvote 0 awards

 PintekS · 20 days ago


As someone that waited 2 months to get their gpdwin back from gpd for a hardware defect and spent a little over a hundred on shipping... Better to go with Droix so it's faster and better communication

1 upvote 0 awards

 nosit1 · 20 days ago

Droix is one option. You're essentially paying for a local team and warranty option. Otherwise you're stuck sending to China and hoping for the best...

3 upvotes 0 awards

 tropicalmetal · 1 mo. ago

I bought a RG353ps from Droix with next day delivery unfortunately it had a line of stuck blue pixels however they paid return postage and replaced in a 3 day turnaround so I'll be going with them again in future.

2 upvotes 0 awards

## Blogs

- **Blogs generate 60% of our organic traffic**
- **Keep the content varied, not just pushing your customers to buy a product**
- **Our goal is for people to return as a source of news and information**

### LATEST REVIEWS



#### Retroid Pocket 2S Review – A retro gaming handheld where nostalgia meets modern

Nostalgia meets modern in our Retroid Pocket 2S review of this great retro gaming



#### GPD WIN 4 2023 Review – 7840U & 7640U power in your pocket!

In our GPD WIN 4 2023 review we compare the 7840U & 7640U models with some system and gaming benchmarks



#### GPD WIN Mini Review – Clamshell 7840U portable gaming with Oculink support

In our GPD WIN Mini review we take an overview of the technical specifications and



#### GPD WIN MAX 2 2023 7640U Review

In our GPD WIN MAX 2 2023 7640U review we compare it with the 7840U model to find the differences in performance vs price

## ChatGPT

- **You do not need to be a writer to create content**
- **Creates informative content for you**
- **SEO optimised**
- **Saves a lot of time compared to writing from scratch**

AP

Create a product listing for the 'Retroid Pocket 2S' retro gaming handheld based on the following information:

The product listing must be over 1000 words in length, with detailed, descriptive and lengthy paragraphs. Each paragraph should have a descriptive and exciting h2 heading.

The following keywords must be used at least once in the product description instead of "Retro Gaming Handheld": "Classic gaming handheld", "Portable retro gaming console", "Portable gaming handheld", "mobile gaming handheld", "Vintage gaming handheld"

Include the following technical specifications with descriptive text in individual paragraphs on their functions and performance.

CPU: UNISOC T610 Octa Core CPU 2x A75 up to 1.8GHz and 6x A55 up to 1.8GHz,

GPU: Mali G52MC2 up to 614MHz

RAM: 3GB or 4GB LPDDR4x @ 1600Mhz

STORAGE: 32GB/128GB eMMC

DISPLAY: 3.5 inch touch screen, 4:3 aspect ratio, 640×480 resolution 60Hz, 450 nits

WIFI: 2.4G/5G 802.11b/g/n/ac

BLUETOOTH: 5.0

GAME CONTROLS: D-Pad, Double-coloured mold injection gaming buttons, Analogue L2/R2 and dual 3D hall effect sticks for zero drift, improved accuracy, high stability and longevity

OPERATING SYSTEM: Android 11. Also includes: Newest official game launcher and emulator frontend and official OTA support for incremental software upgrade

TV OUTPUT: Supports 480p via Micro HDMI

BATTERY: 4000mAh rechargeable battery

CASE COLOURS: 16-bit, Black, Retro, Indigo, Transparent Black and Transparent Green

SIZE: 4.52 × 3.17 × 1.10 inches (15.5 × 8.0 × 2.8 cm)

WEIGHT: 200g



# ChatGPT

- **You do not need to be a writer to create content**
- **Creates informative content for you**
- **SEO optimised**
- **Saves a lot of time compared to writing from scratch**

GPT-4



## **The Ultimate Classic Gaming Handheld Experience: Retroid Pocket 2S**

### **A Modern Dive into Nostalgia: The Retroid Pocket 2S Design**

Rekindle your passion for timeless video game classics with the Retroid Pocket 2S. This portable retro gaming console masterfully combines the old-school feel with modern technology, promising you countless hours of retro gaming delight. Let's dive into what makes this device the gem every gamer needs.

### **Power Beyond Imagination: The Mighty CPU & GPU**

In the heart of this vintage gaming handheld lies the beastly UNISOC T610 Octa Core CPU. With 2x A75 cores clocking up to 1.8GHz and 6x A55 cores pushing the same pace, you can be confident that this device can handle even the most demanding retro titles without breaking a sweat. Add to this the robust Mali G52MC2 GPU running up to 614MHz, and you have a powerhouse that ensures smooth gameplay and incredible graphics rendering. Get ready for a seamless and thrilling retro gaming journey!

### **Rapid Response & Performance: RAM and Storage**

The Retroid Pocket 2S doesn't cut corners when it comes to memory. Depending on your gaming needs, you can choose between a 3GB or 4GB LPDDR4x RAM, clocked at a staggering 1600Mhz. This guarantees that games load swiftly and run without hitches. Moreover, whether you're a casual gamer or a hardcore retro enthusiast, the device offers storage variants of 32GB and 128GB eMMC. Say goodbye to space constraints and hello to a vast library of classic games!

## Translations

- **Use AI to translate your blogs content to multiple languages**
- **Services such as WPML for WordPress make this very easy**
- **It brings in visitors searching in their native language to your blog**



📷 Einschalten der GPD G1 eGPU-Dockingstation

Aus Gründen der Transparenz müssen wir darauf hinweisen, dass wir immer noch Beta-Treiber für das WIN MAX 2 2023 verwenden. Diese verursachten eine Menge Probleme bei der Zusammenarbeit mit der [GPD G1 eGPU-Dockingstation](#). Nachdem wir einige Zeit mit der Installation verschiedener Treiber verbracht haben, haben wir ein weitgehend stabiles Setup erhalten, das uns zumindest für einen Test ausreicht.

Für diesen Test der GPD G1 eGPU-Dockingstation haben wir einen 4K-Monitor angeschlossen und verwenden ausschließlich diesen. Wir hatten Probleme mit dem internen Bildschirm, daher werden wir dies in einem zukünftigen Update überprüfen, sobald es stabil ist.

Wir sind uns ziemlich sicher, dass die Probleme mit dem Fehlen geeigneter AMD-Treiber für den [GPD WIN MAX 2 2023](#) zu tun haben und bis zur Markteinführung behoben sein sollten.

**[UPDATE]** AMD hat Treiber veröffentlicht und wir testen die Handhelds und den G1 erneut. In unseren ersten Tests konnten wir eine Leistungssteigerung von bis zu 30 % im Vergleich zu den Beta-Treibern feststellen, was Sie bei den folgenden Benchmarks berücksichtigen sollten.

## Looking to the future


- **AI video translations of voice overs for product reviews on localised stores such as Amazon France, Germany, Spain and Italy**
- **Considering to reuse the content for localised YouTube channels**

GPD WIN 4 2023 Review

Find & Replace | Optimize Rate | Generate Subtitles | Generate Audio

German (Germany) | + Add | Export

Add Card	
inside we have the GPD Win 4 2023 edition itself which we will take a closer look at ... 00:00.080 — 00:07.680	Im Inneren befindet sich die GPD Win 4 2023 selbst, die wir uns in Kürze genauer an... Male-1
Add Card	
Merge Card	
Underneath is a screen protector which you can apply if you wish to. 00:08.119 — 00:13.405	Darunter befindet sich eine Displayschutzfolie, die Sie bei Bedarf anbringen können. Male-1
Inside the envelope is a Getting started guide which is in English and Chinese. 00:14.286 — 00:19.073	Im Umschlag befindet sich eine Kurzanleitung in Englisch und Chinesisch. Male-1
Inside the cardboard box is a charger. 00:19.914 — 00:23.126	Im Karton befindet sich ein Ladegerät. Male-1



## Summary

- **Identify what social media platforms work best for you, concentrate on the ones that do**
- **Explore different avenues; fan sites, forums, Reddit, Discord etc.**
- **Do not only push your products. Engage on social media to build your brand and reputation**
- **Use services such as ChatGPT, Loomly, WPML & TranslateVideo to help create content more efficiently**

**Bman91** If you want a peace of mind that you'll have a warranty and easy means to get repairs done if need be, then Droix is probably the way to go. I am trying them this time.

**Biscuit Smuggler** that's basically the same problem with almost every handheld from the smaller shops. If support is a concern, get it from a reseller like Droix, or stick to Ally/SD/Legion Go

**Gamingrev33** Yea droix is pre order, it's where I got my wm2 2023. Great customer support and fast response too. Any questions I had they were answered in a timely manner.

**Jsmooth** Me personally i like 100% no issues, not even one tiny minor dink when buying something. I keep my products in mint condition throughout my use and a small tiny dink is even an eye sore for me. Wouldn't want to have to return with long wait for something so small like r1 button is stiff, keyboard two 7's, tiny defect etc etc thats why im willing to pay extra for Droix