

## **DELIVERY POLICY (Malaysia & Singapore only)**

We do not deliver to P.O. Boxes.

At the time of delivery, you may be required to validate the delivery of your order by signing with the delivery personnel. The receiver is responsible for inspecting the packing of the parcel to ensure the seal is not damaged or opened before signing for the parcel. Please check thoroughly the contents of the parcel if the seal is found broken. You may refuse to sign for the parcel if there is any damaged or missing item(s).

If there is no one home to receive your order, please log in to your account or the carrier website to track the status of your shipment. Should the delivery of your order be unsuccessful after multiple attempts, or failure to retrieve your order at any nearby location as stated by the carrier, your order may risk being disposed of after the stipulated time given. Therefore, no refund will be granted.

We will only deliver to one delivery address per order. If you would like to deliver to multiple addresses, please place your order separately for each unique address.

## **SHIPPING CHARGES**

Our website charges a standard shipping fee in every transaction for any local delivery. The fee is subject to change by the Management.

## **DELIVERY LEAD TIME**

We strive to deliver your orders in the shortest time possible. All orders will be in process as soon as the transaction is confirmed. The confirmed orders will be dispatched and delivered by our designated carrier on weekdays, excluding weekends and public holidays.

Confirmed orders will be shipped out from our warehouse within 1 to 3 working day(s) if they are placed before 12 noon, Monday to Friday, excluding public holidays.

Orders placed on Friday after 12 noon and over the weekend will be processed on the following Monday.

Delivery lead times are as follows:

- West Malaysia: 3 to 10 working days for arrival of order
- East Malaysia: 7 to 14 working days for arrival of order

Delivery to rural or remote areas may take an additional 2 to 3 working days.

### **PEAK SALES / PROMOTIONAL PERIODS**

During peak sales / promotional periods, our delivery may take slightly longer than the usual lead time due to heavy surges in online orders.

- West Malaysia: An additional 3 to 5 working days for arrival of order (subject to appointed courier services)
- East Malaysia: An additional 3 to 7 working days for arrival of order (subject to appointed courier services)

It is advisable to place your order two weeks in advance during festive periods such as Hari Raya, Chinese New Year, Deepavali, etc.

### **HOW TO TRACK YOUR ORDER**

Please locate your tracking number from the delivery confirmation email, and kindly allow a few hours for the system to reflect the status of your delivery order after receiving the email.

If there is a delay, it will be indicated on the carrier's website. In the circumstance where there is no status update of your delivery after a week of receiving the confirmation email, please contact our customer service for further assistance.