

DELIVERY POLICY

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 packaging of the parcel to ensure the seal is not damaged or opened before signing for the parcel. If the seal is found to be broken, please thoroughly check the contents of the parcel. You may refuse to sign for the parcel if there are any damaged or missing items.

If there is no one home to receive your order, please log in to your account or the carrier's website to track the status of your shipment. Should the delivery of your order be unsuccessful after multiple attempts, or if you fail to retrieve your order at any nearby location as stated by the carrier, your order may be 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 orders separately for each unique address.

SHIPPING CHARGES

Our website charges a standard shipping fee for every delivery transaction. 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 processed 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 days 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:

- 3 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 or promotional periods, our delivery may take slightly longer than the usual lead time due to heavy surges in online orders.

- 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.

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.

邮寄政策

我们不提供邮政信箱邮寄服务。

在邮寄时，您可能需要通过与配送人员签名来确认您的订单。收货人有责任检查包裹的包装，确保封条未受损或未被打开后再签收包裹。如果发现封条破损，请彻底检查包裹内的物品。如果有任何损坏或缺失的物品，您可以拒绝签收包裹。

如果没有人在家接收您的订单，请登录您的账户或承运商的网站跟踪您的货运状态。如果多次邮寄未成功，或您未能在承运商指定的附近地点取回订单，您的订单可能会在规定的时间内被处理掉。因此，将不予退款。

每个订单我们只送到一个邮寄地址。如果您想配送到多个地址，请分别为每个地址下订单。

运费

我们网站对每个邮寄交易收取标准运费。管理层有权更改运费。

邮寄时间

我们努力尽快送达您的订单。所有订单将在交易确认后立即处理。确认后的订单将在工作日由指定承运商进行配邮寄，周末和公共假期除外。

如果订单在周一至周五中午 12 点之前下达，将在 1 到 3 个工作日内从我们的仓库发出，公共假期除外。周五中午 12 点之后以及周末下达的订单将在下一个周一处理。

邮寄时间如下：

- 订单到达时间为 3 至 14 个工作日

配邮寄到偏远或农村地区可能需要额外的 2 至 3 个工作日。

高峰销售/促销期

在高峰销售或促销期间，由于在线订单激增，我们的邮寄时间可能会比平时稍长。

- 订单到达时间需额外增加 3 至 7 个工作日（视指定快递服务情况而定）

建议您在节日期间提前两周下订单。

如何跟踪订单

请从邮寄确认邮件中找到您的跟踪号码，并在收到邮件后稍等几小时以便系统反映您的邮寄订单状态。

如果有延迟，将在承运商网站上显示。如果在收到确认邮件后一周内没有更新邮寄状态，请联系我们的客户服务以获取进一步帮助。