

Delivery Policy

Shipping Coverage:

We deliver to all locations within Malaysia, including Sabah and Sarawak. International shipping is available upon request, with additional charges applicable.

Delivery Timeframe:

- **Peninsular Malaysia:** 3–5 working days.
- **Sabah & Sarawak:** 5–7 working days.

Please note that public holidays and unforeseen circumstances may affect delivery times.

Shipping Charges:

- All orders above 2 boxes will qualify for free shipping within Malaysia.
- All orders below 2 boxes will incur a standard shipping fee of RM10 for Peninsular and RM20 for Sabah & Sarawak.

Order Tracking:

Once your order has been dispatched, a tracking number will be provided via WhatsApp. You can track your order through our delivery partner's website.

Undelivered Parcels:

In the event of an unsuccessful delivery, our courier will attempt redelivery. If the parcel is returned to us due to an incorrect address or non-collection, the customer will be responsible for the reshipping fee.

Return Policy

Eligibility for Returns:

Products can be returned within 7 days of receipt for the following reasons:

- Damaged during delivery.
- Defective product.
- Incorrect product delivered.

Conditions for Returns:

- The product must be unused, in its original packaging, and accompanied by the proof of purchase.
- Certain items (e.g., perishable goods, hygiene products, sale items) are non-returnable unless defective.

Return Process:

1. Contact our customer service at 016-266 0236 within 7 days of receiving your order.
2. Provide your order number, reason for return, and photo evidence (if applicable).
3. Ship the item back to our return address. The shipping cost for returns will be borne by the customer, unless the return is due to our error.

Inspection & Approval:

Once the returned item is received, we will inspect it. If the return is approved, we will process the exchange or refund.

Refund Policy**Eligibility for Refunds:**

Refunds will be issued only for returns that meet the conditions outlined in the Return Policy.

Refund Process:

Approved refunds will be processed within 14 working days after the returned item has been inspected. Refunds will be credited to the original payment method.

Non-Refundable Conditions:

- Products not returned in their original condition.
- Returns requested beyond the 7-day return window.

Shipping Costs:

Shipping costs are non-refundable, except in cases where the return is due to our error (e.g., wrong or defective product).

Contact Us

For any inquiries regarding delivery, returns, or refunds, please contact us at:

Email: ardence1@gmail.com

Phone: 016-266 0236

Operating Hours: Monday – Friday 10.00am – 7.00pm