



Delivery Time:

- All online orders received with payments completed before 12:00 midnight will be processed on the next working day and will be delivered within 3 to 7 working days except outskirts areas.
- A “Working Day” means Monday to Friday, and does not include Saturday, Sunday and state or public or federal holidays. However, some of our courier partners do deliver on Saturdays before 1:00 pm.
- Please note that we do not deliver parcels to PO Box addresses. We suggest that the parcel delivery be made to a home or business address where someone is available to receive and sign for the delivery during working hours.
- Changes to the shipping and billing address will not be entertained after the online order has been confirmed.
- Return Legacy is not responsible for any delays caused by events beyond its control.

Delivery Method:

- Our courier partner will deliver the parcel to the address stated in the consignment note. In the event that you and your representative are unavailable to receive the parcel, our courier partner will make a maximum of 2 attempts before returning the parcel to Return Legacy. A “Reshipment Fee” will be incurred under such circumstances.

Shipping Cost:

- Return Legacy offers free shipping to any address within Malaysia for orders above a minimum spend of RM100.
- All orders under RM100 will incur a flat rate of RM10 for West Malaysia and RM16 for East Malaysia. Shipping charge will be added to your order prior to the point of payment in the e-shopping process.

Tracking Order:

- Once your order has been made from our eCommerce website, you will be able to track the product(s) movement on your user login account.

Receipt of Products:

- In the event of any manufacturing defects, product(s) damaged in transit, missing product(s) and/or product(s) were incorrectly shipped, please do not remove any tag or take out the product from the original packaging. We would recommend you to send an email to our Customer Service team at customer.service@returnlegacy.com or call **603-61446399** within **14 working days**.
- However, this guarantee does not extend to intentionally damaged products, mishandled products or contamination due to expiry, negligence or deliberate acts.
- As a policy of the company, product purchased cannot be returned in order for cash refund.

Note: For more detailed information please refer to “Distributor Rules & Regulations” handbook.

送货时间：

- 所有在午夜十二点钟之前完成付款的线上订单，将在下一个工作日处理，并将在3至7个工作日内交付（除了郊区）。
- “工作日”指星期一至星期五，不包括星期六、星期日、州假、公共假期或联邦直辖区假期。不过某些与我们合作的快递公司或会在星期六下午1:00之前进行交付。
- 请注意，我们不会将包裹送到邮政信箱地址（PO Box）。建议将包裹运送到住家或公司地址，以便有人在工作日签收。
- 当线上订单被确认后，不允许再更改送货地址和账单地址。
- 传承国际对超出其控制范围的事件所造成的任何延迟事故概不负责。

送货方式：

与我们合作的快递公司会把包裹送至快递单中写明的地址，若您和代表人未能签收，快递公司会再寄送一次。若两次尝试寄送皆没签收，包裹将退还至传承国际，并需缴付“重寄费”。

运费：

- 超过RM100的订单，传承国际提供全马免运费。
- 不超过RM100的订单，往西马和东马的运费分别是RM10和RM16。该运费将于线上选购后及付款之前显示。

追踪订单：

• 在我们的电商网站下单后，您可登录您的帐户以追踪订单进展。

收货：

- 如果收到的货品有任何制造上的缺陷、运输途中遭损坏，或货品丢失和/或运输错误，请不要取下货品上的任何标签或从原包装中取出产品。我们建议您在14个工作日内发电邮或致电通知我们的客户服务团队。
客服邮箱：customer.service@returnlegacy.com；客服热线：603-61446399
- 以上提及的保障，不适用于被蓄意损坏的产品、产品使用不当，或由于过期、疏忽、故意的行为而造成的损坏。
- 根据公司政策，所售出的产品不能以退货换取现金。

注：欲知更多详细信息，请参阅“经销商作业政策与程序”手册。