

## SHIPPING INFORMATION

Where do you deliver and how much does it cost?

We deliver worldwide! Shipping fees depend on the weight of the item and delivery location based on the shipping rate imposed by PosLaju National Courier or Pos Malaysia Berhad.

What kind of shipping method do you offer?

Shipping method:-

- Peninsular Malaysia / Sabah / Sarawak: PosLaju National Courier
- International Shipping: PosLaju National Courier or International Registered Pos

How long does delivery take?

Malaysia Shipping

- Peninsular Malaysia: 1 – 3 business days with exceptions on weekends and public holidays.
- Sabah / Sarawak : 3 – 5 business days with exceptions on weekends and public holidays.

How can I get my shipping information?

Once your order has been processed and packed, we will send you an email containing a unique tracking number for you to keep track on the status of your parcel at all times. This tracking number will be sent to your registered email address. Please check your spam box/junk mail in case it's there!

My items haven't been received yet. What should I do?

If your items have still not arrived, don't worry. You could track the transit status of your order by clicking the following <http://poslaju.com.my/track.aspx>. If you wish to speak to PosLaju customer service representative, they can also be contacted at 1300 300 300 or +603-50399000.

My order is not delivered/missing. I want a refund!

If this case happens, kindly email us your order detail information to [aisellifestylesb@gmail.com](mailto:aisellifestylesb@gmail.com).  
Information required:

Order ID number

Customer's name

Customer's contact number

We will assist you to check the status of your parcel and claim the refund from PosLaju. The process of refund will take about 3 months.

I received my order, but one of the items missing. What should I do?

If this case happens, kindly email us your order detail information to [aisellifestylesb@gmail.com](mailto:aisellifestylesb@gmail.com).

Information required:

Item missing code

Order ID number

Customer's name

Customer's contact number

We will assist you to check the status of your parcel and claim the refund from PosLaju. The process of refund will take about 3 months.

Where should I ship my order to?

Its up to your choice/convenience either to your home or office address. But please ensure there is someone who would be able to stand by at that address by the moment PosLaju delivers the parcel. In the event of no one is physically able to collect your parcel on delivery after two attempts, your parcel will either be held at the nearest PosLaju office or sent back to us. We **WOULD NOT REFUND or EXCHANGE** if the parcel was returned to us due unavailability of the customer by the time parcel was delivered. You have to bare the shipping cost for the second time shipping.

Can I self-collect?

No. At the moment we are solely operating online.

Can you expedite my delivery process?

Our delivery process is based on a First Come First Served basis.

## RETURN

Customers can return damaged/wrong/faulty items (apart from sale items) within 7 days of receipt date for a refund of that item. Any lateness will not be entertained and item(s) will be returned back to the customers.

We take great measures to ensure our product quality but sometimes things go wrong during delivery. Please help us take a photo of your item (the part that is faulty) and include a short description along with your order ID and email [aisellifestylesb@gmail.com](mailto:aisellifestylesb@gmail.com). We will exchange your item for a new one and we will bear all delivery costs to return the faulty product to us and resend the new product to you. In the event your faulty item is out of stock, we will reimburse you a monetary refund or replace it with another code that has the same value of the total faulty / damaged item received.

Aisel Lifestyle will only accept items in their original condition i.e. UNWORN, UNWASHED, UNALTERED, UNSCENTED condition with ALL TAGS ATTACHED. Aisel Lifestyle will not be responsible for returns that do not reach us and hence, we recommend you insure your parcel for its appropriate value.

We will then ship the correct/non-defect item back to you at no additional cost. We will be responsible for the returning shipping fee and the shipping fee from you to Aisel Lifestyle.

Sebarang pertanyaan mahupun soalan berkenaan dengan website dan produk kami boleh diajukan ke:

Emel: [aisellifestylesb@gmail.com](mailto:aisellifestylesb@gmail.com)  
No Telefon: 60167630737