

## **SHIPPING POLICY**

### **Standard delivery for Ready Stock**

Our aim is to have your items shipped to you as fast as possible. Datmel Technology Sdn. Bhd. aims to deliver the products around 1-4 business days within West Malaysia upon received payment on purchase order, 3-7 business days to East Malaysia and overseas order will be further advised.

We are unable to guarantee that all orders will be delivered within the stipulated time frame as we are using third party courier service such as PosLaju, Nationwide and GDex.

Datmel Technology Sdn. Bhd. has no control over the operating procedure by the third party courier services. Hence, in the case of delay in product delivery, Datmel Technology Sdn. Bhd. will notify users via email or mobile message. If users did not receive any email from Datmel Technology Sdn. Bhd. more than 2 weeks, kindly contact [enquiry@datmeltech.com.my](mailto:enquiry@datmeltech.com.my).

If we are unable to meet the estimated delivery date Datmel Technology Sdn. Bhd. shall not be liable for any losses, liabilities, costs, damages, charges or expenses arising out of late delivery. If you are unavailable to take delivery or collection, we may leave a card giving you instructions on either re-delivery or collection from the carrier services.

To track your order, please use the tracking ID sent to you in the confirmation email or mobile message of your items have been shipped out. As a precaution, please keep the receipt of the delivered product.

In the rare circumstance that your item has a defect or is missing from your order please contact Datmel Technology Sdn. Bhd. at [enquiry@datmeltech.com.my](mailto:enquiry@datmeltech.com.my).

### **Standard delivery for Non-ready stock items**

Delivery for pre-order items will be dispatched in 10-12 days after Datmel Technology Sdn. Bhd. has received the purchase order and payment. If items were out of stock and users do not wish to wait for the products, Datmel Technology Sdn. Bhd. will fully refund in CASH TERM.