

## SHIPPING POLICY

Dear customers, due to the current Movement Control Order, your parcel may take a little longer to arrive. We apologize for any inconvenience caused, and rest assured that we are doing our best to fulfil your orders as soon as possible! You may continue to track your parcel if you have received the tracking link. We strive to delivery your parcel in 1 to 3 days by our logistic partner.

- We offer standard shipping for all orders made in Seqa Paint Online Store.
- Orders are shipped on business days (Monday-Friday, excluding Malaysia National holidays).
- Free shipping is provided if the order (after discount, if applicable or item under free delivery)
- All shipments are processed in our Malaysia facility to both east and west Malaysia.
- STRICTLY NO REFUND for shipping & handling charges.
- Orders will be processed and shipped once credit card authorization is received.  
International: We do not ship items purchased from this website to any other destination outside of Malaysia.
- Note that during festive periods, please allow more time for delivery. We do apologize for the inconvenience caused.
- At the time of delivery, you will be required to validate the receipt of the products by providing your signature to the delivery courier.
- By signing, you agree that you have inspected the packing of the parcel and have ensured that the seal is not damaged.

- Should the order be unable to be delivered to you successfully after 2 attempts (or any stipulated number of attempts by the appointed logistics provider) or you do not pick up your order at a nearby location as stated by the courier, the order may be forfeited and we will not refund you any amount that you have spent on your order.
- We deliver all orders using our standard packaging materials. We do not provide any special packaging at this moment.
- We are only able to deliver to one address per order. If you would like to deliver to multiple addresses, please place each order separately for each unique address.

### **STANDARD DELIVERY LEAD TIME**

1. Confirmed orders will be shipped out from our warehouse within 1-2 business day(s) if they are placed before 12:00 pm, Monday to Friday, excluding public holidays.

2. Aside from public holidays, orders placed on Friday after 12:00 pm and over the weekend will be processed on the following Monday and shipped out from our warehouse within 1 - 2 business day(s).

Delivery ETA (Expected Time of Arrival) are as follows:

- Peninsular Malaysia: 1 – 4 working days for your order to arrive.
- Sabah / Sarawak: 5 – 8 working days for your order to arrive.

### **SALES, PROMOTIONS & FESTIVES PERIODS**

1. During peak online sales & promotional periods, orders and deliveries may take longer time.
2. For festive seasons, please place your order 7 days in advance in addition to the regular lead time required.