

1. SHIPPING & DELIVERY POLICY

At WWW.EBIDERS.COM , we provide standard delivery to any address in the same region for our health supplements.

However, do note that we do charge postage based on product weight to Malaysia, Singapore, Brunei and Indonesia at the moment.

2. ORDER STATUS & TRACKING

All orders placed from Monday to Friday (excluding public holidays) will be processed and shipped within 3-5 working days upon confirmation of payment.

This could vary with circumstances such as online security checks, shipping restrictions, payment authorization, packing and dispatching of order. An email confirmation will be sent for all orders once received.

Local Deliveries

We will ship the parcels via Poslaju.

Once the order has been dispatched, an email confirmation will be sent to you with the tracking number. You may check and track the delivery status of your orders with our local logistics partner. There will be an additional charge for re-delivery should nobody be present to receive the package. Please provide your contact number under the address selected upon checkout in order for the courier company to contact you in case of any unforeseen circumstances.

International Deliveries

For all international deliveries, the time taken is dependent on our logistics partners and their affiliates. However, rest assured that your order is safely on its way and may track its status based on the information from the email.

3. TAXES, DUTIES & TARIFFS

For all international orders, you will need to pay for all import taxes, duties and tariffs (if any) as per your country's governing laws in order to clear customs.

4. MODE OF PAYMENTS

We accept payments via, online banking, credit and debit cards, direct banking and EWallet,

We do not accept payments via ATM or inter-bank transfers.