

Order Policy

This Order Policy describes the guidelines/regulation/rules of when you purchased any Velvet product from

<https://www.velvet.com.my/> ("the Site")

1. Payments

We offer a variety of payment options depending on your country of residence. We accept Mastercard, Visa, Debit Cards, and Paypal.

For any MY orders who'd like to pay via eWallet such as TnG, GrabPay, BoostPay, and etc, please select the "Online Banking" method at checkout.

2. Shipping and delivery

As we deliver throughout Malaysia, the shipping and delivery differs depending on each location.

Due to COVID-19, expect delays in delivery especially during sales and promotional periods. However, we do try our best to achieve our goal of delivering your items within:

- West Malaysia: 3 - 7 business days
- East Malaysia: 7 - 15 business days

Any further delivery assistance, reach via email at customerservice@velvet.com.my. Our hours are 8am - 5pm, Monday to Friday.

3. Order cancellations/amendments

we're pretty quick at picking and packing your order, therefore we're not able to change or cancel your order once your purchase has been confirmed.

This also applies to any amendments in delivery address which have stated that once your order has been confirmed we are unable to change your delivery address due to security reasons.

We advise that you make sure all details are correct before processing your order. Hence, if the status of payment is being processed, no amendments can be made.

4. Returns

At **VELVET**, your satisfaction means a lot to us. We stand behind the quality of our products and will make things right if you are not satisfied with the ESPRESSO COFFEE you have received.

For returns, please contact our customerservice@velvet.com.my within 14 days from the date of purchase along with your order number and reason for refund*. If your items are damaged, do send us a picture for proof. We will get in touch with you within 3 working days once we have received your refund request.

Our refund / Exchange Policy:

- 1) Applicable to online orders made through our CUSTOMER SERVICE EMAIL-CUSTOMERSERVICE@ VELVET.COM only.
- 2) All sale and promotional-priced items are non-refundable and non-exchangeable.
- 3) No order cancellation allowed once order has been placed and processed.
- 4) Only defective products are allowed for refund or replacement.
- 5) Any orders damaged via transit or custom clearance, we will offer replacement or refund
- 6) If you're concerned about the quality of your ESPRESSO COFFEE please send us via customerservice @ velvet.com along feedback and picture of the manufacturing date, and product defects and we will arrange a replacement based on products SITUATIONS