

## HOW TO ORDER?

We understand that you may not have full confidence when buying online. As much as we can assure you that you're perfectly safe to purchase goods on our online shop you still may not want to. We offer an order by phone service for those who don't want to purchase online.

### Order by Phone

To order by phone simply give us a call to place your order. We will collect all your delivery details, the product(s) you wish to order and then we will provide banking detail for you to proceed with online transfer or you can request for cash on delivery for Klang Valley area only.

### Online Order via Lazada or Shopee

To order online you need to browse the product and add it into the cart. You can always review the items in the cart before checkout, once you are ready to make payment simply click on the checkout button and follow the next instructions.

### Delivery address

For security reasons when ordering by phone your delivery address must be the same as the cardholders address. This is because we cannot do any security checks when the payment hasn't been made through our online system, so you will be limited to one address.

### Delivery time

We use a 48 hour delivery service, however, please allow 3-5 working days from dispatch before contacting us. In the very unlikely event that your order hasn't arrived after 5 working days and we haven't contacted you to say otherwise please contact us.

## PAYMENT & SHOPPING GUIDELINES

Payment: Yun Loong Global accepts online payments through online transfer which accepts Visa, MasterCard and 12 local payments options (Maybank2U, AllianceOnline, HongLeong Online, AmBank, EON Bank, RHB Bank, CIMBClicks, Bank Islam, PbeBank, MEPS FPX, MobileMoney, MEPS CASH, WEB CASH). See our "Privacy Policy" page to learn more about how we guarantee the safety of your personal information.

Pricing: We strives to provide accurate prices and product descriptions. However, prices and quantities may change without notice. YLG reserves the right to limit orders based on out-of-stock situations, pricing and description errors.

Out-of-Stock Items: If we are unable to fulfill an order due to a product that is unexpectedly out-of-stock, you will be notified and given option either to keep the order or refunded the full price of your order. YLG is not held responsible for any typographical errors or claims made by the manufacturer or the purchaser. You will receive a confirmation email once you have successfully placed your order, detailing all the product, payment and shipping information.

We accept Payment in Ringgit Malaysia (RM) as listed below:

### **BY CREDIT CARD (IN MYR)**

Yun Loong Shop accepts **MasterCard and VISA** (issued by Malaysia-registered bank) only.

### **BY ONLINE BANKING TRANSFER**

You may make online payment/transaction via major banks listed below, or E-Wallet:

1. Maybank2u Online
  2. CIMB Clicks Online
  3. Alliance Online
  4. AmBank Online
  5. Hong Long Bank Online
  6. RHB Online
  7. Mobile Money
  8. Web Cash
  9. Financial Process Exchange (FPX)
- ***FPX is multi-bank internet-based online payment hub, jointly developed by Financial Institutions and owned by MEPS. The participating banks are **Bank Islam Malaysia Berhad, Public Bank Berhad, CIMB Bank Berhad, Hong Leong Bank, Maybank Berhad and RHB Bank Berhad.*****