

SHIPPING POLICY

Shipping Address

We will only ship to addresses provided in the billing address or shipment address provided during your purchase.

Please ensure correct addresses and reachable phone number are provided when completing your order. We do not ship to P.O Boxes (Post-Office Box) and only to valid legitimate shipping addresses.

We will not be liable in the event of an incorrect shipping address is provided and goods are returned to us.

All re-delivery of goods to you will be charged for a associated shipping charges which will be disclosed upon request for a second delivery attempt.

Change In Shipping Address

If you have any request for change of shipping address, please email us at MBE EXPRESS SDN BHD within 12 hours upon your order submission.

If request of change in shipping address is made after 24 hours upon order confirmation, customers will be responsible for any associated shipping charges.

Shipping Time

It typically takes between 2-5 working days (Monday to Friday) for goods to arrive at your destination. The shipment will be delivered during office hours between 9:00 am to 5:00 pm weekdays only.

Tracking Number

Once goods is picked up by our shipping partner, the tracking ID for the package will be available. Any communication is to be via email/mobile app/sms.

For non-tangible products or services, confirmation of order and receipt will be communicated via email/mobile app/sms. Proof of purchase, invoice or delivery order will be available.

We reserve the right to amend this policy from time to time if deemed necessary, in which no prior notification or approval from the customer is required.