

SHIPPING POLICY

a) Customer Contact

The customer is responsible for providing complete and accurate delivery details (valid email address, delivery address, contact number and the intended recipient).

Please note that we cannot deliver to PO Boxes.

b) Order Processing

Orders placed on any weekdays, Monday to Friday, will be processed and shipped within 3 business days. Orders placed on Saturdays, Sundays, or Public Holidays, will be processed the next business day and shipped within 2 business days.

c) International Shipping

We ship all the orders via DHL Global Mail.

Please allow 2 to 3 weeks for the shipment to reach you.

d) Shipment Charge

Typically, we charge a flat shipment fee of USD 5.00 per pack.

For '3-packs Value Buy' Option, we will provide free shipping.

For urgent shipment (delivery within 1 week), we will need to send via courier service of DHL. The charge for DHL courier service will depend on your geographical location.

Please indicate your request for urgent shipment with your order.

We will let you know of the quote from DHL courier service first and then confirm your choice of shipment before processing your order.

e) Non-Delivery

In the event that nobody is at the delivery address to collect the parcel of HypoCol, DHL Global Mail will leave a notification note with the customer to contact the local post office.