

条款

Terms and conditions



MWM EXPRESS LOGISTICS
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Kindly follow **Order Format** to place order, resend / forward to **admin for order**

Parcel must confirm order **1 day before pick up**,
Pallet / Bulk must confirm order **3 days before pick up**

For any enquiries about **urgent order / goods' problem**,
please direct **contact customer service** for further assistance

*Latest Update on AUG'2024

EX
IMPORT

Reminder

- All goods must declare in accurate quantity and value
- If fraudulent report will reject for shipment

Fraudulent Report :
reduce value , quantity
different classification

Bankin details

- Ringgit Malaysia
- Dollar only via duitnow
- Process will be continue after receive payment

Payment Ways :
Bank Transfer, TNG ,
Duitnow Paynow
Provide receipt after payment done

Packaging Standard

- Small parcel should package in carton /flyer
- Fragile / Bulk Shipment must package neatly

Reminder :
MWM reserves the right to
finalize dimension and weight
Goods must remark tracking number ,
contact number and full address

Delivery Details

- 5-7 working days for goods to be delivered after payment is received (not include EM shipment)
- Personal issue cause delivery failed will got extra charge
- Request delivery within 3 working days count as urgent order will collect extra fee

Reminder :

-Parcel after clearance not accept
cancel order / change delivery date
-Personal packaging reason cause any damage
MWM will not take responsible on it

Return / Compensation

- Request return after clearance will charge as usual
- Request compensation need provide prove of dismantle goods
- Parcel lost / damage claim up to RM200/parcel only
- Any compensation request after 12 hours receive goods will not accepted

Reminder. :

Custom checking not include in return / compensation TnC
MWM reserves the right to open parcel checking

Prohibited Items

- Cigarette , drug , bullion
- If goods not tally with items declared , MWM will not responsible for custom detention

Reminder :

MWM reserves the right to hold parcel and
report police if found prohibited items