

Frequently Asked Questions Pertaining to Nationwide Restricted Movement Control Order

1. Will all the Nefful Malaysia offices be closed for operations from 18 March 2020 to 12 May 2020 ?

In compliance to the Nationwide Restricted Movement Control Order, Nefful (Malaysia) Sdn Bhd will be temporarily closed, business operations in Malaysia will be supported remotely.

2. How can I submit the sales order forms and membership application forms during this period?

Between 18 March 2020 and 12 May 2020, Nefful Malaysia will continue to provide services to all partners via email / fax communications. Partners can continue to submit order forms, membership application forms to all branch offices of Nefful Malaysia through the abovementioned communication channels. All original copies of the membership application forms must be submitted to any of the Nefful Malaysia offices before 27 May 2020. Application forms that failed to be submitted within the deadline may be subjected to rejection of membership application.

Locations	Email	Fax
Kuala Lumpur	customer@nefful.com.my	03-20311155
Sarawak	kuc_customer@nefful.com.my	082-545599
Penang	pen_customer@nefful.com.my	04-6384129

Remarks: Any enquiries through hotline will not be accepted after 5pm during the MCO period.

3. How can I do product exchange during this period if the Nefful Malaysia offices are not opened for operation?

If the last day of exchange cuts off within the period of 18 March 2020 to 12 May 2020, the exchange period will be extended till 22 May 2020. You can either exchange the products at the offices or mail the products to any of the Nefful Malaysia offices for exchange. Original invoice must be provided for exchange to take place.

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4. Are the other promotions such as New Partners Exclusive, Birthday Promotion and Nefful Coupon Promotion, etc ongoing during this period?

Yes, the abovementioned promotions as well as April Splendid Giveaway Promotion and Flash Sales Promotion will continue as usual. Partners will continue to enjoy the promotion entitlement during the promotion period.

5. How am I able to collect the products that I have purchased?

Self-collection is unavailable between 18 March 2020 and 12 May 2020. Purchases above RM1, 500 will be entitled to free delivery service.

* Delivery of Detergents / Distributor Kits will not incur additional fees during this period

6. How many days would it take for the delivery to reach me?

Due to the movement control order, the demand of courier service in Malaysia has also significantly increased. The delivery may range from 3 -4 working days to 7-10 working days. We will expedite your order as soon as possible while we seek your kind patience during this period.

7. How can I collect the products that I have ordered before 18 March 2020?

If your order exceeded RM1,500, we can arrange free delivery service for your order. If you need to receive your order urgently, kindly contact our Customer Service team for assistance.

8. Does the sales closing day fall on 29 April 2020?

There is no change in the sales closing day. All orders must be submitted by 5pm on 29 April 2020.



27.04.2020