

## Frequently Asked Questions Pertaining to Movement Control Order 3.0

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

Between 12 May 2021 until 7 June 2021 office remain business as usual, Nefful Malaysia will continue to provide services to all partners via Join us / email / fax communications. Partners can also 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 12 June 2021. Application forms that failed to be submitted within the deadline may be subjected to rejection of membership application.

Locations	Email
Kuala Lumpur	customer@nefful.com.my
Sarawak	kuc_customer@nefful.com.my
Penang	pen_customer@nefful.com.my

2. 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 12 May 2021 to 7 June 2021, the exchange period will be extended till 12 June 2021. 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.

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

Purchases above RM1, 500 will be entitled to free delivery service during this period.

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

4. 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.

5. How can I collect the products that I have ordered before 12 May 2021?

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.

**11.05.2021**