

Nefful Singapore Delivery Arrangement Updates

Kindly refer to the schedule and fees for the delivery arrangement during the “Circuit Breaker” period.

Order Period	Delivery Detail
7 April (Tuesday) - 14 April (Tuesday)	Delivery will take place from 16 April onwards
15 April (Wednesday) – 4 May (Monday)	Delivery will be arranged within 7 working days

Purchase Amount (Member Price)	Delivery Charge
S\$400 and above	FREE Delivery
S\$399 and below	S\$10 per delivery

- ❖ Delivery of distributor kits and detergents will not incur additional fees during this period.

Kindly refer to the FAQ below or contact our Customer Service team via email for more information.

We regret for any inconvenience caused by the temporary closure of Nefful Singapore office. Thank you for your understanding and support as we work together towards the prevention of COVID-19.

09.04.2020

Frequently Asked Questions Pertaining to Delivery Arrangement

1. **What are the shipping charges?**
 - a) Purchases above S\$400 (member price) will be entitled to free delivery service.
 - b) Orders that are below the minimum required amount of S\$400 will be charged S\$10 per delivery.
 - c) Delivery of distributor kit and detergent are currently no additional delivery fee charge during this period.
 - d) You may combine multiple orders, including orders from different purchasers to entitle for free delivery, but delivery is limited to 1 location only. Please indicate shipping address on all the order forms and indicate "**Combined Orders for Delivery**" in your email subject.

2. **I need my order urgently, what can I do?**

Please contact our Customer Service team and we will try to expedite the order processing and delivery. We seek your patience in this matter.

3. **How will I be informed on the delivery status?**

You will receive a SMS from the logistics company 1 day prior to the delivery. Please ensure that someone is at home to receive the delivery.

4. **How do I change my shipping address/contact details after my order has been placed?**

As the delivery is made by a third-party logistics, once order processing is completed, shipping and contact details will not be able to change. Kindly indicate the correct information on the order form to prevent delay of delivery.

09.04.2020