

## **DELIVERY AND RETURN POLICY**

### **Delivery Policy**

Aiming at the satisfaction of its customers, Pharma-Ville offers the following delivery method:

1. Currently we only accept orders from Malaysia only. Other country purchases would be available soon.
2. Delivery is within **7 working days based on availability of stock**. Your order(s) will be delivered as per our delivery plan depending on the respective locations. Orders received during working hours will be promptly dealt with and non-working days will be followed up.
3. The above stated shipping periods are for within Malaysia parcel average reference subject to custom clearance procedures. Transit period for International parcels vary and depend on the custom clearance procedures of the respective countries.
4. Other than as stated in (1) above, the delivery charges for most of the items are based on the total purchased item's size, weight and delivery address. We calculate the estimated shipping cost with our lowest price shipping method. You will see your actual shipping cost during checkout.
5. In some instances, you will be required to provide a signature when your order is delivered. We will advise you of this at checkout. The signature does not need to be of the account holder, just the person accepting the parcel. If you are not available at the delivery address you will need to liaise with the relevant courier company for alternative arrangement.
6. In general, all the ordered items are shipped together. However, when any of the ordered items are not available, the available ordered items will be shipped instantly, followed by the rest as soon as they become available. There are no additional shipping and handling costs for multiple shipments.
7. For shipping addresses, we will always give you the option to have your order shipped to an address other than the billing address on your credit card. This gives you more flexibility and helps prevent fraudulent use of your credit card.

## **Return Policy**

1. The main concern of Pharma-Ville is your satisfaction with the purchase. If for standard reason you are not satisfied (defective item, wrong item, missing item), kindly contact us at [pharmavillecom@gmail.com](mailto:pharmavillecom@gmail.com) within 7 days of your purchase.
2. If you are not satisfied with your purchase after this time period, please let us know. Your satisfaction is important to us. Kindly email to : [pharmavillecom@gmail.com](mailto:pharmavillecom@gmail.com)

**Please Note that the above policies are subject to change by the Management of Pharma-Ville at anytime without any prior notice to the customer.**