

SHIPPING & RETURNS

SHIPPING

How long does it normally take to ship out items once payment is made?

Tinloka process your order within 24 hours and will ship within the next 24 hours.

Item will be delivered to your doorstep the next 1-4 days (Pos Laju/ Nationwide/ pgeon/ Skynet/ DHL)

SHIPPING CHARGES WITHIN MALAYSIA

Destination	PosLaju / Nationwide / Pgeon / Skynet / DHL
Peninsular Malaysia	FREE shipping on orders above RM 100
East Malaysia	Shipping price will be reflected upon checkout

ORDER TRACKING

Once your order has shipped, we will send your tracking information. If you do not receive tracking confirmation after 5 business days from the day you completed your payment, please contact us at jesslynyht@hotmail.com or initiate the conversation in the website for more information.

You can track your order here:

Poslaju <https://poslaju.com.my/track-trace-v2/>

Nationwide <http://www.nationwide2u.com/track.htm>

Pgeon <https://www.tracking.my/pgeon>

Skynet <https://www.tracking.my/skynet>

DHL

https://www.easytracker.co/dhl/?utm_source=google&utm_medium=cpc&utm_term=dhl%20tracking&utm_pos=1t1&utm_campaign=1dh

TINLOKA RETURN & REFUND POLICY

Here at TINLOKA we strive to have you enjoy the shopping experience here. If you are unhappy in anyway please, we would absolutely love to hear it. If you have any issues with your purchase, or you receive damaged product(s), please call. But if you unhappy in the slightest we would rather know about it. If you have an issue with your delivery, or to return a product or report a damaged product please call 017-6728686, whatsapp us 017-6728686 or email us at jesslynht@hotmail.com

ALL RETURNS MUST BE SENT BACK WITHIN 5 WORKING DAYS

Tinloka provides returns for all items < except Best Buy/SALE/Discounted items (includes items purchase using discount codes (except first time registration codes)> / product specifically stated non-returnable items).

1. Items must be in its original condition (box and content within). Exchanges for articles which do not meet all mentioned conditions will be duly declined. All items are not to be soaked. If color runs due to this reason, item/s is strictly not returnable.
2. All return must include the INVOICE SLIP. You may reprint it under your Account if lost.
3. The Return department will get back to you once a return item is received by us and we will contact you via email/call once the item is investigated. This normally takes 2-3 working days.
4. All returns which do not meet the above-mentioned criteria will be strictly declined and forfeited.
5. Return shipping fees are the responsibility of the customer. We will not provide return labels or refund shipping fees.
6. Return packages are the customer's responsibility until they are received by us. It is recommended that you take necessary precautions by using registered and traceable services when returning your package.
7. If you have requested for an exchange, the shipping fee for the new order will be waived.
8. If the item you received is INCORRECT, MISSING, or DEFECTIVE, please contact us within 5 days from the date you received your order. Please include your order number, photographs of the item(s), and all related references upon receiving your package.
9. Upon dispute, TINLOKA reserves the right to make the final decision on all return cases.
10. All products sold are not refundable