

Shipping Options

[Self Collection] How to choose Self Collection as a Shipping Option?

Follow these steps to choose Self Collection as a Shipping Option:

Step 1: On the Checkout page, select **Shipping Option**.

Step 2: Select **Self-Collection** as your Shipping Option, then tap on Self Collection.

Step 3: Select any existing Collection Point or Choose another collection point.

Step 4: If "**choose another collection point**" is selected, key in the **area/postcode** to search for collection points and click confirm.

Step 5: Key in your **name** and **phone number** for parcel collection.

Step 6: Make sure to **check the address** selected, and click **Place Order**.

Note:

● Once your order has been processed by the seller, you may not change your Collection Point. Cancellations will follow standard M E-Commerce cancellations. To know how to cancel an order, click [here](#).

● Paying Cash upon collection is currently unavailable.

[Self Collection] What is a Collection Point?

Collection point is a delivery option that allows you to collect your parcel at a location near you, at a time that is convenient to you (within the operating hours of the Collection Point outlet).

Upon receiving the notification stating that the item is ready to be collected at the Collection Point, you have seven (7) calendar days to collect it.

To check if your item is eligible to be collected at a Collection Point:

Step 1: On your item's product page, click on **Buy Now**.

Step 2: At the Checkout page, If the **Self Collection** shipping option is available for your item then you may proceed to choose your preferred Collection Point.

Collection Points are currently available within Johor (Kulai) only.

[Self Collection] FAQs on M E-Commerce Self Collection

1. What is the maximum accepted weight and size for the parcels to be eligible for Self Collect?

Currently, Self Collection is only able to support deliveries up to 12 kg (maximum dimension of 40cm each side (Length, Width and Height)).

2. What if I receive a call from the collection point requesting me to update the delivery address to home address instead?

Kindly contact our M E-Commerce Customer Service Centre for further assistance.

3. Can buyers use M E-Commerce Guarantee to extend the collection window?

No, the collection window will not be extended if the buyer clicks on M E-Commerce Guarantee. Kindly refer [HERE](#) for more details on how M E-Commerce Guarantee works.

[Self Collection] FAQs on Parcel Collection at Collection Points

1. Can someone else collect the order for me?

Yes, as long as the person has the 6 digits pin code, full phone number used to place the order and the tracking number. However, we do not hold any responsibilities for any losses and damages (direct or indirect) resulting from your action.

2. My parcel is not at the selected Collection Point, what do I do?

We are sorry you did not receive your order. You may go to the order details page to declare the parcel as lost and you will be refunded following the Standard M E-Commerce Return and Refund process. Click [here](#) to know more.

3. I received the wrong item at the Collection Point, what do I do?

Before you accept your parcel, kindly check your tracking number in your app. Ensure that it matches with the one on the parcel. If it does not match, please inform the agent at the Collection Point that they have handed you the wrong Parcel.

Click [here](#) on how to track and collect your parcel at the Collection Point.

If it is confirmed that you have received the wrong Parcel, do ask the agent at the Collection Point to check if there is another parcel with your tracking number. If no such Parcel can be found, kindly go to the order details page to declare the parcel as lost and you will be refunded following the Standard M E-Commerce Return and Refund process. Click [here](#) to know more.

4. I am at the Collection Point now, but the agent does not accept my 6 digits pin code. What should I do?

Please ensure the information that you have provided matches with them. For security reasons, the agent will not hand over the parcel to you if the information does not tally.

Click [here](#) on how to track and collect your parcel at the Collection Point.

[Self Collection] How do I track and collect my parcel(s) from a Collection Point?

When your item has arrived at your chosen Collection Point, you will receive a notification in the M E-Commerce App and a text message will also be sent to the phone number that you've inputted upon placing your order. The notification and text message will display the collection point branch, 6 digits pin code and the last day for pick up.

At the collection point, you may provide either your full phone number or the 6 digits pin code to the agent to retrieve your order details. Before the collection point agent hands over the parcel to you, you'll need to provide the 6 digits pin code to the agent at the Collection Point.

Here's how you can view your 6 digits pin code and tracking number:

Step 1: Click on the "Me" tab on the M E-Commerce App, and under "My Purchases", select "To Receive".

Step 2: Select your order and you'll be able to see your Collection Point address and 6 digits collection pin.

Note: Your 6 digits pin code will also be available in the form of SMS sent to your mobile phone.

Notes:

- If you have made multiple orders, you will only have to provide either 1 of the 6 digits pin to collect your parcels.

●If you fail to collect your Parcel within seven (7) calendar days of receiving the notification, the item(s) from your Order will be cancelled and you will be refunded depending on the payment method used. Click [here](#) to know more.

[Self Collection] FAQs on Parcel Return

1. What if the delivered parcel is damaged?

Kindly proceed to receive the parcel from the collection point agent first. Then report the case by applying for a return/refund within 24 hours of receipt via our M E-Commerce App or Web. Kindly refer here on how to apply for a return and refund. Please ensure that you have taken photos and videos of the damaged packaging and product(s).

2. Can I return my order(s) at the Collection Points?

No. The return and refund will follow the Standard M E-Commerce Return and Refund process. To know how to request a return/refund, click [here](#).

[Shipping & Delivery] What is the standard delivery procedure for M E-Commerce Supported Logistics?

M E-Commerce Supported Logistic will attempt delivery at the delivery address stated in the shipping label. If there is a failed attempt, **M E-Commerce Supported Logistic** will attempt to contact the buyer to arrange for a delivery time before making the second delivery attempt. If for whatever reason, M E-Commerce Supported Logistic has attempted two deliveries and both failed, M E-Commerce Supported Logistic will proceed to return the parcel to the seller.

Standard Service Types	Shipping Channels
Standard Delivery	
Economy Delivery (Sea Shipping)*	M E-Commerce (Sea Shipping)
Others (West Malaysia) Others (East Malaysia)	Other Logistics Providers

You can track your delivery status in your on M E-Commerce app or the tracking links below:

- [J&T Express Tracking Site](#)
- [City-Link Express Tracking Site](#)
- [DHL eCommerce Tracking Site](#)
- [PosLaju Tracking Site](#)
- [Ninja Van Tracking Site](#)
- [The Lorry Tracking Site](#)

Checkout our [Seller Education Hub](#) for more tips and tricks to sell in M E-Commerce.

Have other queries? Tell us more using the "**email icon**" or "**chat now**" below .
You can click on the sub-categories below to see all other related topics.

[Shipping Fee] How do I check the shipping fees for my order?

You can check the estimated shipping fees for products in your order via the Product Details page or during checkout.

For Product Details page

Select the shipping information section to view the estimated shipping fee and delivery timeframe for shipping option(s) offered.

For Checkout page

Shipping fee is shown under the **Shipping Option** section for each shop that you're purchasing from. The total shipping fees of an order will be shown under **Shipping Subtotal**.

[FAQ] About M E-Commerce's Shipping and Delivery Services

1. How does the M E-Commerce calculate shipping fees?

M E-Commerce calculates shipping fees based on parcel weight and dimensions provided by the seller, as well as the rates of different logistics partners.

2. Will products from different sellers in the same order be delivered by the same shipping method?

No, when you purchase from different sellers in the same order, the product(s) will be delivered based on the shipping options offered by each seller.

For example, if you purchase Items A and B from Seller X and Item C from Seller Y in the same order:

- Items A and B will be shipped by Seller X's shipping method.
- Item C will be shipped by Seller Y's shipping method.

⚠ Note

Shipping fees will also be charged separately for products from different sellers.

3. Can I change my shipping options?

No, you will not be able to change your shipping option.

4. Where can I find shipping updates for my order?

To view shipping updates for your orders, go to **To Ship** or **To Receive** under **My Purchases** via the **Me** tab on M E-Commerce App > Select shipment status of your order > View all shipping updates.

5. What if I am not satisfied with the delivery service?

If you're not satisfied with the delivery service, you may leave a rating for **Delivery Service** when you rate your product(s) after confirming the receipt of your order.

[Logistics Partners] What is M E-Commerce Supported Logistics?

M E-Commerce Supported Logistics are third-party logistics providers that have integrated their system with M E-Commerce.

Here are our M E-Commerce Supported Logistics partners:

- PosLaju
- DHL
- J&T Express
- NinjaVan
- City-Link Express
- The Lorry

With this integration, you can keep track of shipments by our logistics partners directly with ease via M E-Commerce App.

To view shipping updates for your orders, go to To Ship or **To Receive** under **My Purchases** via the **Me** tab on M E-Commerce App > Select shipment status of your order > View all shipping updates:

- Tracking Number will be automatically shared once available.
- All shipping details will be updated regularly, from preparing your parcel, pickup by courier, to being out for delivery.

Standard Service Types

Buyers will be able to view and choose from one of the following shipping options that suit their needs under Standard Service Types.

- Standard Delivery
- Economy Delivery (Sea Shipping)
- Others (West Malaysia/East Malaysia)*

The table below shows the grouping of Shipping Channels according to Service Types.

Standard Service Types	Shipping Channels
Standard Delivery	
	
	
	
	
	
Economy Delivery	M E-Commerce

(Sea Shipping)*	(Sea Shipping)
Others (West Malaysia) Others (East Malaysia)	Other Logistics Providers

⚠ Note

- Economy Delivery (Sea Shipping) is applicable for deliveries from West Malaysia to East Malaysia for selected sellers only.
- Shipping channels under Others (West Malaysia/East Malaysia) will fall under Non-M E-Commerce Supported Logistics.

[Order Tracking] How do I contact M E-Commerce Supported Logistics partners to track or expedite my order?

You can contact our M E-Commerce Supported Logistics partners via their websites, email or phone for delivery-related concerns (e.g. tracking order status, expediting delivery):

Logistics Partner	Tracking Website	Contact information
J&T Express	https://www.jtexpress.my/tracking/	Phone: 1300 80 9000 Email: support@jtexpress.my
PosLaju	https://www.pos.com.my/	Phone: 03 2267 2267
DHL	https://www.dhl.com/my-en/home/tracking.html	Phone: 03 2779 2300 Email: mysupport@dhl.com
NinjaVan	https://www.ninjavan.co/en-my/tracking	Phone: 011 1722 5600 Email: support_my@ninjavan.com
The Lorry	https://thelorry.com/v3/my/tracking	Phone: 016 299 2189 Email: hello@thelorry.com
City-Link Express	https://www.citylinkexpress.com/track-your-shipment/	Phone: 03 5033 3800
Best Express	https://www.tracking.my/best	Phone: 03 87033101 Email: info_my@best-inc.com
ABX Express	https://www.tracking.my/abx	Phone: 03 7711 6688 Email: customerservice@abxexpress.com.my

⚠ Note

- Our M E-Commerce Supported Logistics partners will make **up to 3 delivery attempts** before returning the order to the seller due to non-receipt.
- In order to retrieve delivery rider's number, you may contact the local branch of your assigned delivery courier.

[Delivery] Can I schedule the date and time of delivery for my order?

Unfortunately, we are unable to support the scheduling of specific delivery dates and times at the moment.

If possible, please be available or arrange for someone else to be present at your delivery address around the estimated date of delivery. You can track your order's shipping updates via **To Receive** via the **Me** tab on M E-Commerce App > Check the shipment status for your order to know when it is **out for delivery**.

If you are not available at the time of delivery:

- The courier will attempt delivery again based on their re-delivery policies.
- Your parcel may be placed at a nearby pickup location for you to pick it up. Usually, the parcel will be held at this location for a specific period of time. If it is not collected by the end of this period, it may be returned to the seller or disposed of.

[Delivery] Why did M E-Commerce change the shipping option for my order during checkout?

M E-Commerce automatically selects the best shipping option for you during checkout, so that you can receive your orders as soon as possible.

If you wish to change to your preferred shipping option instead, go to **Shipping Option** on the **Checkout** page in M E-Commerce App > Select a preferred shipping option based on the option(s) provided by each seller > **Confirm**.

[Delivery] Why can't I select a shipping option during checkout?

If you see the error messages, "This product does not support the selected shipping option" or "No available shipping option" during checkout, it could be due to an incomplete or invalid delivery address or that the delivery area is out of range.

To resolve this issue, check that your delivery address is complete and valid.

Select **Delivery Address** section on the **Checkout** page > Select the address to edit > Edit your address information as needed.

[Logistics Partners] What are the shipping options available on M E-Commerce?

Understanding the shipping options available

M E-Commerce provides shipping options by [M E-Commerce Supported Logistics](#) and [non-M E-Commerce Supported Logistics](#) partners.

M E-Commerce Supported Logistics partners include:

- PosLaju
- DHL
- J&T Express
- NinjaVan
- City-Link Express
- The Lorry

Non-M E-Commerce Supported Logistics partners include:

- GDex, Aramex, Nationwide Express, Skynet
- Seller's own delivery fleet
- Other logistics providers

Choosing a shipping option for your order

You can choose your preferred shipping option at the **Checkout** page on M E-Commerce App > Select **Shipping Option** > Select your preferred shipping option based on the options provided by the seller > **Confirm**.

⚠ Note

When you purchase products from different sellers in one order, shipping options will vary based on what is offered by each seller.

You may wish to consider the delivery timeframe of our logistics partners when selecting your preferred shipping option:

Logistics Partner	Delivery Timeframe (after pickup from seller)	Working Days
PosLaju	2-5 working days	Monday - Saturday
DHL	2-3 working days	(excluding Public Holidays)
J&T Express	1-3 working days	
NinjaVan	1-3 working days	Monday - Sunday
City-Link Express	1-2 working days	(excluding Public Holidays)
The Lorry	1-2 working days	

[Delivery] Can I change my delivery address after my order has been placed?

You can change your address after placing an order **only if you meet all 5 criteria**:

- Seller has not arranged shipment for your order (for [M E-Commerce Supported Logistics](#))
- You have not made payment or [payment has not been confirmed](#) (for [non-M E-Commerce Supported Logistics](#)).
- You have not requested a change of address for the order before. Delivery address can only be changed once for each order.
- New address does not incur higher shipping fee (*i.e West Malaysia to East Malaysia or vice versa*)
- Did not use a Free Shipping Voucher when placing order.

If you meet all the above criteria, you may proceed to change your delivery address.

If seller has yet to ship the order, you may proceed to cancel your order. Kindly inform the seller via M E-Commerce Chat that you need to cancel in order to change the address. However, do note that the cancellation request is subject to seller's approval. If the seller rejects your cancellation request, the order will proceed as per usual.

To do so, select **To Ship** under **My Purchases** via the **Me** tab on M E-Commerce App > Select the order > Select **CHANGE** beside **Delivery Address** > Select the address you wish to change to > **Confirm**

⚠ Note

To change to a new address that is not saved in our system, you can Add a new address on the Address Selection page.

If you still wish to change your address even though your order has already been shipped out by the seller, you can:

- Contact our Customer Service team via Live Chat or email.
- Contact the logistics partner directly to change your delivery address.

- Chat with the seller if the order is shipped via the seller's own delivery fleet or non-M E-Commerce Supported Logistics.

[Delivery] Can I change the shipping option after my order has been shipped?

Unfortunately, you cannot change your shipping option once your order has been shipped out by the seller.

If you need to do so urgently, kindly contact the seller via M E-Commerce Chat to cancel your current order and place a new one instead.

[Overseas Shipping] How long will it take for me to receive my overseas order?

You may expect to receive your overseas order **within {9 to 25 days}**. The calculation **excludes** public holidays and the logistics partner's non-working days.

Do note that delivery of overseas orders may take longer due to adverse weather conditions, customs clearance processes, or holidays.

⚠ Note

- Overseas orders are only valid when you purchase from sellers who are registered to sell overseas products in M E-Commerce Malaysia.

If you wish to purchase something for someone else in another country, you'll need to make a purchase using the M E-Commerce App for that region (e.g. use Indonesia's M E-Commerce App to make a purchase for delivery to Indonesia).

[Shipping Fee] Why is the actual shipping fee different from the one shown in M E-Commerce's system?

Difference in shipping fees may occur due to **2 reasons**:

1. Weight Difference

During checkout, the estimated shipping fee for products is calculated based on the parcel weight provided by the seller. If there is a discrepancy between the estimated and actual parcel weight, the excess cost will be borne by the seller/buyer (based on the agreement between both parties).

2. Inaccurate record in M E-Commerce's system

If the shipping fees of logistics partners are inaccurately recorded in our system, sellers can contact our Customer Service team to submit a claim.

[Overseas Shipping] How will my overseas order be delivered once it reaches Malaysia?

Once your parcel reaches Malaysia, it will be delivered by either M E-Commerce Supported Logistics or non-M E-Commerce Supported Logistics partners.

M E-Commerce Supported Logistics partners for Standard Delivery include:

- ABX Express

- BEST Express (also supports Economy Delivery (Sea Shipping))
- J&T Express

Delivery timeframe of M E-Commerce Supported Logistics partners:

Logistics Partner	Delivery Timeframe (after order reaches Malaysia)	Working Days
ABX Express		
BEST Express	1-3 Working Days (WM)	Monday - Saturday (excluding Public Holidays)
J&T Express	1-5 Working Days (EM)	

If you have chosen **Overseas Delivery (Standard Delivery, Economy Delivery (Sea Shipping))** as the shipping option, your parcel will be delivered by our M E-Commerce Supported Logistics partners. You will be notified via M E-Commerce App with a local tracking number, which you can use to [track the shipment of your parcel via the logistics partner's website](#).

If you have chosen **Others (Standard Sea Shipping)**, your parcel will be delivered by Non-M E-Commerce Supported Logistic, which is not trackable. You will be notified once your parcel has been shipped out. Do check your mailbox regularly for the parcel.

[Logistics Partners] What is non-M E-Commerce Supported Logistics?

Non-M E-Commerce Supported Logistics refer to third-party logistics providers that have not integrated their system with M E-Commerce. Shipping options by non-M E-Commerce Supported Logistics include sellers' own delivery fleet and other logistics providers.

As such, tracking of your order would be limited on M E-Commerce App, where tracking numbers will not be available and you will not be notified when your order has been delivered.

Learn more about [how order tracking is made easy with M E-Commerce Supported Logistics](#).

[Cash on Delivery] What if Buyer refuses to pay when parcel arrived?

In the event a buyer refuses to make payment for their parcel, the item will be returned back to seller. However, a lot of failed orders may result in buyer being permanently banned from placing Cash on Delivery orders in the future.

For more information on Cash on Delivery, kindly visit the articles below:

1. [Cash on Delivery] How to pay with Cash on Delivery?

Cash on delivery is M E-Commerce's new payment method aimed to provide buyers with an additional payment option that is convenient and reassuring. Before learning how to pay with COD, kindly refer to our article on "[How to identify orders available for COD?](#)". You have the option to make payment only AFTER receiving your order.

You may refer to the pictorial guide below on how to pay using COD.

1) Kindly proceed to checkout as usual. To select the '**Standard Delivery**' with '**COD is supported**' shipping option and click on the Payment Option section to select the "**Cash on Delivery**" payment method.

After which, you may place your order.

2) Once you have placed your order, your order will be parked under the "**To Pay**" bucket under My Purchases for **2 hours (COD Confirmation Period)**.

During this period, you may cancel the order if you have changed your mind on using COD. If you like to change your payment channel, kindly cancel your order and make another purchase using your new desired payment method.

3) After the COD Confirmation Period, your order will be parked under the "**To Ship**" bucket under My Purchases. Seller will be informed to ship out your order. You will not be able to complete the order until the courier has delivered your order.

4) When the courier delivers your order, you are to make payment in cash to the courier directly. The courier will update your order to "**Delivered**", after which you may complete your order in the app to release escrow to the seller.

Do note that the amount payable will be rounded to the nearest 5 cents when you pay with cash.

2. [Cash on Delivery] How do I identify products available for COD?

You may identify listings available for COD through these methods:

1. Find '**COD Label**' on Product Card Page.
2. **COD Tag** in your **Product Details Page**.
3. Or simply use the shortcut filter and select **Cash On Delivery in Payment Options**.

Have other queries? Tell us more using the "email icon" or "chat now" below .

You can click on the sub-categories below to see all other related topics.

[Shipping & Delivery] How do I know which logistics provider is delivering my parcel?

Buyers will be able to view and choose from one of the following shipping options that suit their needs under Standard Service Types.

- **Standard Delivery**
- **Economy Delivery (Sea Shipping)**
- **Others (West Malaysia/East Malaysia)***

**Note: Shipping channels under Others (West Malaysia/East Malaysia) will fall under Non-M E-Commerce Supported Logistics.*

M E-Commerce will then allocate the order to the most suitable logistics provider for delivery. Buyers will be able to view the allocated Logistic Provider in the **Order Details Page** once:

- You have paid for your order.
- The system is done allocating the most suitable Logistic Provider.
- After the seller has arranged shipment for your order.

Before Seller Arranges Shipment

Before seller arranges for shipment, only the Standard Service Type channel that you have selected will be visible.

After Seller Arranges Shipment

After the seller arranges for shipment, the allocated shipping provider and tracking number will be shown below the Standard Service Type channel.

Overseas Orders

If you have an Overseas Order, kindly take note that the Shipping Provider will not be shown in the Order Details Page. However, if you click '**View**', you will be able to view the Shipping Provider delivering your parcel.

*Have other queries? Tell us more using the "email icon" or "chat now" below.
You can click on the sub-categories below to see all other related topics.*

[Shipping & Delivery] How do I choose the shipping channel for my order?

Moving forward, M E-Commerce will standardize the M E-Commerce Supported Logistics (SSL) delivery channels and shipping rates into two Standard Service Types:

- **Standard Delivery**
- **Economy Delivery (Sea Shipping)**

Buyer will be able to select from these categories when checking out. This new system is aimed to enable a more **effective and efficient management of delivery** for each service provider, which is aimed at benefiting our users.

[Current] Selection of Logistic Providers

Buyer will be able to select their preferred Logistic Provider in the checkout page.

Selection of Standard Service Types

Buyers will be able to view and choose from one of the following Standard Service Type shipping options that suit their needs. M E-Commerce will then allocate the order to the most suitable logistics provider for delivery.

What can I do if I do not want to use the logistics provider assigned to my order?

Unfortunately, **buyers will not be able to make any changes** to the allocated logistic providers as the allocation is fully controlled by M E-Commerce in the interest of benefiting our users. However, rest assured the M E-Commerce System will select the most suitable Logistic Provider.

Have other queries? Tell us more using the " email icon " or " chat now " below. You can click on the sub-categories below to see all other related topics.

[In-Store Pickup] FAQs on order collection using In-Store Pickup

1. When can I pick up my order?

After the order(s) has been shipped by the seller, you may pick up your order(s) at the agreed pick-up location. You will receive a notification informing you that your order(s) has been "**shipped out by the seller via In-Store Pickup**". This means your order(s) is **ready for pick up** at the agreed pick-up location.

Additionally, the seller may also inform you that your order(s) is ready for pick up.

2. Where do I pick up my order?

To find out the available pick-up locations, please contact the seller via **M E-Commerce Chat** before placing an order. You may also check the available information from the seller's product listing(s)

After you have placed your order(s), the seller will **confirm the following details** with you via **M E-Commerce Chat**:

- **Pick-up location**
- **Recipient's full name as per IC**
- **Recipient's phone number**

3. What do I need to do when I pick up my order?

Once the seller has shipped your order(s) and you have received the confirmation notification via the M E-Commerce app, please collect your order(s) **within fifteen (15) calendar days** (excluding public holidays).

4. What do I need to bring when collecting my order at the seller's store?

When you visit the agreed pick-up location, please follow the steps below:

Step 1: Present your Identification Card (IC)/Passport (for non-Malaysians) and the order ID to the store assistant.

Step 2: Unpack and test your product

Step 3: Before leaving the store, click "**Order Received**" on the M E-Commerce app if you are satisfied with the product.

5. Can someone else collect my order on my behalf?

Yes. Please inform the seller regarding such an arrangement and provide the necessary information (full name as per IC and phone number) of the person collecting the order on your behalf. The seller reserves the right to reject the collection request if such information is not provided beforehand.

[In-Store Pickup] FAQs on cancellation / return of order

1. What should I do if I would like to cancel my In-Store Pickup order?

If the seller **has not shipped** the order(s), you may cancel the order(s) and receive the refund immediately.

If the seller **has shipped** the order(s), you may reach out to the seller for them to request a cancellation by M E-Commerce. Please note that the cancellation request is subject to the seller's discretion.

2. What should I do if my product is incomplete/ wrong/ damaged/ faulty upon unpacking in store?

You may request an offline exchange from the seller, or you may raise a [Return/Refund request](#) and select the appropriate return reason via the M E-Commerce app

Note(s):

- You should only click on "Order Received" upon verifying in-store that the product is working as expected.
- If you have clicked on "Order Received" and wish to request a **return/refund**, you may follow this [guideline](#).

[In-Store Pickup] What is In-store Pickup?

In-store Pickup is a fast, convenient, and free-of-charge shipping option that allows you to collect and verify your order(s) at sellers' retail stores.

**In-store pickup is currently only available for selected sellers and products only.*

Which stores can I pick up my order from?

Please **contact the seller via M E-Commerce Chat** before you place an order. You may also check the available information from the seller's product listing(s) to find out available pick-up locations.

How do I know if the product is eligible for In-Store Pickup?

Please follow the steps below:

Step 1: Click on the “**Cost**” icon on the product details page.

Step 2: View the eligible shipping options under Shipping Fee Information

How to choose In-store Pickup as a Shipping Option?

Step 1: Chat with the seller via M E-Commerce Chat, or check the product listing for the available pick-up locations

Step 2: Add product to Cart. Select **In-Store Pickup** as the shipping option.

Step 3: Check out your order(s) with In-store Pickup.

Step 4: To process your order(s), the seller will confirm the following details with you via **M E-Commerce Chat**

- Pick-up location
- Recipient’s full name as per IC
- Recipient’s phone number

**If the seller does not receive your pick-up details within three (3) calendar days after you have placed the order(s), the order(s) will be automatically canceled and refunded to you.*

Shipping Programmes

[Free Shipping] What is M E-Commerce's Free Shipping Programme?

Free Shipping Programme is an initiative by M E-Commerce where shipping rebates are offered for orders shipped by **M E-Commerce Supported Logistics**.

When you purchase from sellers who are part of M E-Commerce's Free Shipping Programme, you will be entitled to free shipping. The shipping fee will be automatically deducted on the checkout page.

Products that are eligible for free shipping will be indicated by the **Free Shipping** banners on the product listings. Do note that terms and conditions (e.g. minimum spend) for free shipping may be indicated in the banners as well.

⚠Note

● You can apply other vouchers (e.g. platform voucher, shop voucher) to enjoy further discounts on top of the free shipping from Free Shipping Programme.

Free Shipping Programme is different from Free Shipping Voucher. Learn more about [Free Shipping Vouchers](#).

[Free Shipping] Can I enjoy free shipping if my order is below the minimum purchase value?

You will not be able to enjoy free shipping if your final order value falls below the minimum purchase value required for the eligibility of free shipping.

Here's how the final order value is calculated:

Final order value (on Checkout page) = Total order value (on Shopping Cart page) - Discounted amount

As promotional discounts for products are applied when you go to the checkout page from your shopping cart, this can cause a decrease in your final order value.

[Seller Basics] What is M E-Commerce RM40 Free Shipping Programme?

What is M E-Commerce RM40 Free Shipping Programme?

RM40 Free Shipping Programme which is available to all sellers. Kindly click [HERE](#) for more information on how the RM40 Free Shipping Programme works.

By joining M E-Commerce RM40 Free Shipping Programme, you get to receive the benefits of M E-Commerce subsidised free shipping at a **reduced cost of 2% service fees** while receiving marketing benefits such as a new **RM40 special item tagging** and the **Free Shipping Icon!**

⚠ Notes

1. Buyers are required to meet the minimum spend per shop and use the Free Shipping Voucher upon checkout to enjoy subsidised shipping fees. RM40 Free Shipping Vouchers are applicable with RM15 Free Shipping Sellers after meeting the RM15 minimum spend requirement.
2. Service fee is subjected to 6% SST. The rates shown above are before SST. Participating sellers will be charged the prevailing service fee for all completed orders, regardless of whether a Free Shipping Voucher was used with the orders.
3. Participating sellers cannot voluntarily withdraw from the programme before the commitment period is up.

4. Bonus benefits are given at M E-Commerce's discretion.

Programme	RM15 Free Shipping Programme	RM40 Free Shipping Programme
Service Fee*	4%	2%

⚠ Note

* Service fee is subjected to 6% SST. The rates shown above are before SST. There is no bundle service fees discount for sellers who participated in both RM40 Free Shipping Programme and 10% Cashback Programme.

Checkout our [Seller Education Hub](#) for more tips and tricks to sell on M E-Commerce.

Have other queries? Tell us more using the "email icon" or "chat now" below.

You can click on the sub-categories below to see all other related topics.

Introduction to the M E-Commerce RM40 Free Shipping Programme

What is the M E-Commerce RM40 Free Shipping Programme?

By joining the M E-Commerce RM40 Free Shipping Programme, you get to enjoy the benefits of M E-Commerce-subsidised free shipping at a **lower cost of 3% service fees**.

RM40 Free Shipping Programme Sellers	
Minimum Spend for Buyers to Enjoy Free Shipping¹	RM40
Service Fee²	3%
Minimum Commitment Period³	28 Days
Special Item Tagging	
Exclusive Always Live Campaign Collection	3x Stock Keeping Unit featured weekly
Free Shipping Friday	Exclusive exposure each Free Shipping Friday
Bonus Benefits⁴	<ul style="list-style-type: none"> • Reduced min. spend during Campaigns • Exclusive Big Campaign Collections

⚠ Notes

1. Buyers are required to meet the minimum spend per shop and use the Free Shipping Voucher upon checkout to enjoy subsidised shipping fees. RM40 Free Shipping Vouchers are applicable with RM15 Free Shipping sellers after meeting the RM15 minimum spend requirement.
2. Commission, and existing transaction and service fee is subjected to 6% SST. The rates shown above are before SST.
3. Participating sellers will be charged the prevailing service fee for all completed orders, regardless of whether a Free Shipping Voucher was used with the orders.
4. Participating sellers cannot voluntarily withdraw from the programme before the commitment period (minimum 28 calendar days) is up.
5. Bonus benefits are given at M E-Commerce's discretion.
6. Participating sellers will not be charged any Programme Service Fees for cancelled orders. The Programme Service Fees are only applicable to completed orders*, regardless of whether the Free Shipping Voucher was utilised by the buyers.

*Completed orders refer to the paid orders that are delivered and accepted by the buyer. This excludes cancelled or returned/refunded orders, and orders pending delivery. Total completed orders can be viewed via Order > My Orders > Completed on Seller Centre.

Programme	RM15 Free Shipping Programme	RM40 Free Shipping Programme
Service Fee*	5%	3%

⚠ Note

* Service fee above is subject to 6% SST. The rates shown above are before SST. There is no bundle service fees discount for sellers who participate in both the RM40 Free Shipping Programme and 10% Cashback programmes.

What are the benefits of RM40 Free Shipping Programme?

Free shipping for your buyers

Your buyers only need a minimum spend of RM40 to qualify for M E-Commerce-subsidised free shipping!

⚠ Note

Buyers are required to meet the minimum spend per shop and use the [Free Shipping Voucher](#) upon checkout to enjoy free shipping.

Special free shipping tagging

The RM40 free shipping tag **helps boost your product exposure and sales!**

Free shipping icon

The green free shipping truck icon helps your products stand out and look more attractive!

Bonus benefits*

Your buyers get to enjoy lowered minimum spend free shipping during campaigns and your products will be featured on exclusive Big Campaign collections.

⚠Note

Bonus benefits are given at M E-Commerce's discretion.

Prerequisites to join RM40 Free Shipping Programme

Sellers are required to meet the requirements below in order to participate in the RM40 Free Shipping Programme:

1. Sellers must enable at least one [M E-Commerce Supported Logistics option](#):

⚠ Notes

Currently, The Lorry is only available for selected sellers.

2. Sellers must maintain their penalty tier below tier 2.
3. Sellers must have at least one product listing in their shop

How to sign up for the RM40 Free Shipping Programme?

Please ensure that you have read and fully understood the Terms and Conditions before signing up for the RM40 Free Shipping Programme.

If your application is successful, you will receive an in-app push notification under "M E-Commerce Updates" in the Notifications tab.

Join the RM40 Free Shipping Programme NOW and reward your buyers with free shipping when they spend above RM40 at your shop!

[Seller Basics] What is M E-Commerce RM15 Free Shipping Programme?

What is M E-Commerce RM15 Free Shipping Programme?

M E-Commerce RM15 Free Shipping Programme is a programme introduced to help sellers drive more sales by offering free shipping for buyers with a purchase of RM15 and above. In order to learn more on M E-Commerce's RM15 Free Shipping Programme, kindly click [HERE](#) for more information.

⚠ Notes

1. Transaction fee and service fee are subjected to 6% SST. The rates shown above are before SST.
2. **Participating sellers cannot voluntarily withdraw from the programme before the commitment period (minimum 28 days) is up.**
3. Participating sellers will be charged an additional service fee on all completed orders, regardless of whether a Free Shipping Voucher was used with the orders.
4. *The min. spend for free shipping will be RM15 until further notice.

Checkout our [Seller Education Hub](#) for more tips and tricks to sell on M E-Commerce.

Have other queries? Tell us more using the "**email icon**" or "**chat now**" below .
You can click on the sub-categories below to see all other related topics.

Introduction to the M E-Commerce RM15 Free Shipping Programme

What is the M E-Commerce RM15 Free Shipping Programme?

M E-Commerce RM15 Free Shipping Programme helps sellers drive more sales by offering free shipping for buyers with a purchase of RM15 and above.

RM15 Free Shipping Programme

		Sellers
Seller Support		Additional 5% Service Fee*
M E-COMMERCE Support	Minimum Spend for Free Shipping	RM15
	Special Item Tag	
	Free Shipping Vouchers per User	Additional Free Shipping Vouchers claimable via RM15 Free Shipping Circle
	Selling Coach	Free Pilot access
	Exclusive Always Live Campaign Collection	3x Stock Keeping Unit (SKU) Weekly
	Extra Marketing Exposure	<ol style="list-style-type: none"> 1. RM15 Free Shipping Circle Exposure 2. RM15 Daily Discover Highlights 3. Highlighted as part of Big Campaigns (10.10, 11.11, 12.12)

Note: Fees shown above are before SST.

⚠ Notes

1. Commission, transaction, and service fees are subject to 6% SST. The rates shown above are before SST.
2. The Free Shipping Vouchers per User refers to the number of vouchers claimable for each user via RM15 Free Shipping Circle.
3. **Participating sellers cannot voluntarily withdraw from the programme before the commitment period (minimum 28 calendar days) is up.**
4. Participating sellers will be charged the prevailing service fee for all completed orders, regardless of whether a Free Shipping Voucher was used with the orders.
5. Participating sellers will not be charged any Programme Service Fees for cancelled orders. The Programme Service Fees are only applicable to completed orders*, regardless of whether the Free Shipping Voucher was utilised by the buyers.

*Completed orders refer to the paid orders that are delivered and accepted by the buyer. This excludes cancelled or returned/refunded orders, and orders pending delivery. Total completed orders can be viewed via Order > My Orders > Completed on Seller Centre.

In addition to that, M E-Commerce RM15 Free Shipping Programme sellers will enjoy the following shipping fee subsidies.



Standard Delivery	West Malaysia (WM)	West Malaysia (WM)	RM3.00
		Sabah, Sarawak & Labuan (EM)	RM8.00
	Sabah, Sarawak & Labuan (EM)	West Malaysia (WM)	RM8.00
		Sabah, Sarawak & Labuan (EM)	
	Overseas	West Malaysia (WM)	RM3.00
		Sabah, Sarawak & Labuan (EM)	RM8.00
Economy Delivery (Sea Shipping)	Overseas	West Malaysia (WM)	RM3.00
	West Malaysia (WM)	Sabah, Sarawak & Labuan (EM)	RM8.00

** TERMS & CONDITIONS APPLY*

Promotional rates

Sellers who opt-in for both the Free Shipping and 10% Cashback will enjoy a discounted rate. Promotional rates will last until further notice and any updates will be communicated to sellers via push notification.

	10% Cashback Programme Only	RM15 Free Shipping Programme Only	10% Cashback Programme + RM15 Free Shipping Programme
Service Fee	3%	5%	7%

⚠ Note

*Service fees are subject to 6% SST. The rates shown above are before SST.

To find out how the calculation of service fee works for RM15 Free Shipping Programme sellers, please refer to the article **M E-Commerce's Service Fees**.

Marketing benefits for RM15 Free Shipping Programme Sellers

Participating sellers enjoy **additional marketing exposure** from M E-Commerce to **boost visibility and shop traffic**.

Prerequisites to join RM15 Free Shipping Programme

Sellers are required to meet the requirements below in order to participate in the RM15 Free Shipping Programme:

1. Sellers must have signed up for at least one Free Shipping Programme with a M E-Commerce Supported Logistics Partner:

⚠ Notes

1. Currently, The Lorry is only available for selected sellers.
2. Sellers must maintain their penalty tier below tier 2.

3. Sellers must have at least one product listing in their shop.

How to sign up for the RM15 Free Shipping Programme?

Sellers who are interested to sign up for the RM15 Free Shipping Programme can click [HERE](#).

Please ensure that you have read and fully understood the Terms and Conditions

before signing up for the RM15 Free Shipping Programme.

If your application is successful, you will receive an in-app push notification under "M E-Commerce Updates" in the Notifications tab.

[Free Shipping] How do I use my Free Shipping Voucher?

To use the Free Shipping Voucher, select **M E-Commerce Voucher** on the Shopping Cart page after you've chosen the products to purchase > select voucher > **OK**.

⚠ Note

- Vouchers will only be available for selection if your order meets the terms and conditions for the use of Free Shipping Vouchers (e.g. minimum purchase amount, payment methods, etc).
- One Free Shipping Voucher is valid for a maximum of **3 purchases** from different sellers in one checkout (i.e. in the same order).

[Free Shipping] Why can't I get Free Shipping?

If you haven't already, you may claim Free Shipping Vouchers [HERE](#).

Kindly visit "[How to apply Free Shipping Voucher upon checkout?](#)" for more information. If you have issues applying Free Shipping Vouchers, it may be due to one of the following reasons:

- **Free Shipping Vouchers are fully claimed or used by other users.**
- **You have used up all your Free Shipping Vouchers.**
- **You did not adhere to the voucher's Terms & Conditions.**
- **System Error**

⚠ Note

You can clear cache by referring to the [Basic Troubleshooting Guide](#).

Before using Free Shipping Vouchers, you will need to **identify Free Shipping Sellers** as Free Shipping vouchers **can only be applied to these sellers**. To identify Free Shipping Sellers, do look out for the **Free Shipping tags on the product cover image**.

For example, the product listing below displays "**Free Shipping Min. Spend RM0**" tag which tells us this is a Free Shipping Seller.

What are the differences between Free Shipping Vouchers?

Here we can see an example of a Free Shipping Voucher. There are several things to look out for when using a Free Shipping Voucher.

Example of Free Shipping Voucher

1. Type of Sellers Tag

In the example above, we can see that the voucher is applicable for "**Free Shipping Sellers**". Free Shipping Vouchers can only be used with **M E-Commerce** Mall, Preferred or only Free Shipping Sellers. Kindly refer to the images below for more examples.

2. Min. Spend Amount

The example above displays "from no min spend", which means users will have to **accumulate a minimum spend based on minimum spend display on the product before** checking out. However, this minimum amount may vary depending on the ongoing campaign or voucher.

3. Term & Conditions

Kindly take note of the validity date of Free Shipping Vouchers as they may expire before you are able to use them. Click T&C to learn more about validity of free shipping vouchers and subsidy amount.

If you still have shipping fees for your order despite using Free Shipping Voucher, this might be due to the maximum shipping fees subsidy capped per order. Kindly refer to this [LINK](#) for more information.

[Vouchers] How much shipping fee does M E-Commerce subsidise using Free Shipping Voucher?

Buyers are required to pay for the Shipping fees upon checkout. However, when purchasing from sellers who are part of the Free Shipping Subsidies RM15 or RM40 programme, buyers can enjoy Free Shipping with a minimum spend of RM15 or RM40.

1. **Weight / size of parcel (Whichever higher)**
2. **Choice of courier used (PosLaju, DHL, J&T or Others)**
3. **Origin of Parcel (Overseas / Local)**

You may refer to the table below for the maximum shipping fees subsidy for each courier channel that is available within M E-Commerce Free Shipping Program (RM15 & RM40) :

Buyers Location	Standard Service Types	
	Standard Delivery	Economy Delivery (Sea Shipping)
West Malaysia	RM3.00	-
East Malaysia	RM8.00	RM8.00

You may want to have a look at article "[How to apply Free Shipping Voucher upon checkout](#)" for the steps to use these vouchers in your future checkout. Article "[What happens when the total weight of the product\(s\) is more than the M E-Commerce Free Shipping Voucher subsidy cap?](#)" may also be helpful for you to understand better about this topic.

Have other queries? Tell us more using the "**email icon**" or "**chat now**" below.
You can click on the sub-categories below to see all other related topics.

[Free Shipping] What is Free Shipping Voucher?

Free Shipping Voucher is a voucher that can be applied during checkout so that you may enjoy free shipping for your order.

Claiming Free Shipping Vouchers

To claim your Free Shipping Voucher, select **Free Shipping** on the M E-Commerce App main page > **Claim**.

Free Shipping Vouchers are renewed and distributed every month. Check regularly every month and claim the vouchers when they are available. Any unused Free Shipping Voucher will be forfeited and non-refundable.

Viewing Free Shipping Vouchers

To view your Free Shipping Vouchers, go to **My Vouchers** under **My Wallet** via the **Me** tab on M E-Commerce App. Successfully claimed vouchers will automatically be stored in **My Vouchers**.

⚠ Note

Free Shipping Voucher is different from M E-Commerce's Free Shipping Programme. Learn more about [Free Shipping Programme](#).