

## FAQ

### **How do I make an online purchase?**

1. Sign up or log in into your online account on Neeta's Herbal website.
2. Browse through our products lists by clicking on the category tabs on the top page bar.
3. Choose the volume (for product with different sizes), quantity and click 'Add to Cart'.
4. Repeat steps 2 and 3 if you would like to shop more.
5. Once you have finished selecting you products, simply complete your billing and delivery details.
6. Check your order and proceed to payment.
7. After you receive a confirmation email of your purchase, relax and wait for your products to be delivered to your doorstep.

### **How do I cancel my order?**

You can make changes while you are still selecting items for your purchase. However, once your order has been submitted successfully and payment is received for your purchase, no further changes can be made. We advise that you carefully review and modify your order before payment submission.

For complete details, please refer to our Return & Refund policy.

### **How do I request an exchange or refund?**

Currently, we do not accept exchange of products. We advise that you carefully review and modify your order before payment submission.

However, you may request for a refund within 20 days from product(s) received, provided that the item(s) is unused and re-sellable. Kindly fill in the form below and email it to [neetasonline@gmail.com](mailto:neetasonline@gmail.com) . Print a copy of the completed form and send it to our HQ address along with the product you wish to return.

For more information, please refer to our Return & Refund Policy.

### **What are the delivery charges for orders from the Online Shop?**

It is only RM6 (Peninsular Malaysia) / RM10 (Sabah & Sarawak) regardless of weight. However, this delivery charge will be waived if your purchase is above RM100 per transaction.

For complete details, please refer to our Delivery/Shipping policy.

### **What payment methods are accepted in the Online Shop?**

We currently accept payment via MasterCard and Visa Credit or Debit Card issued by local Malaysian banks only.

We also accept online payments via Maybank2U, CIMB Clicks, Hong Leong Connect, RHB Now, Affin Online, Bank Islam Online, PBeBank and MEPS/FPX (All banks including RHB and Bank Islam).

We also offer cash-on-delivery (COD) services where you can pay cash to our courier at the time of delivery.

### **How long will delivery take?**

All deliveries will take an average number of 1-2 days (maximum 7 days) from time of purchase and customers will be informed if any changes are to be made.

### **How secure is shopping in the Online Shop? Is my data protected?**

We take the protection for your Personal Information (such as name; address; phone number; date of birth; e-mail address; credit card number; gender) very seriously.

For more information, please refer to our Privacy Policy

### **How do I order if I am not in Malaysia?**

At present, our website is unable to cater to orders outside Malaysia. However, you can drop us an email along with your order and location at [neetaherbal@gmail.com](mailto:neetaherbal@gmail.com)

### **My condition is considered severe. Which product do you recommend?**

For first time customers, we recommend that you visit one of our branches for a free consultation. Here we will give you a thorough diagnosis and recommend the appropriate treatments.

### **I am still confused on which product to buy. How may I ask for assistance?**

You can always check our e-consultation page to find out which product is recommended for you.

For first time customers, we recommend that you visit one of our branches for a free consultation. Here we will give you a thorough diagnosis and recommend the appropriate treatments.

However, you can always contact us at +603-2282 8868 or [neetaherbal@gmail.com](mailto:neetaherbal@gmail.com) and we will be pleased to assist you.

### **I forgot my password, what should I do?**

Do not panic. Click 'Lost your password?' on the login page and you will be prompted to reset your password.

If it is still not working, you can call us at +603 2282 8868 for assistance.

### **How do I change my contact or address details?**

You can change your details from your account dashboard. You can edit your name, email address, billing and shipping or even change your password.

### **I haven't received any confirmation email. What should I do?**

If you haven't received any confirmation email after a few hours of your purchase, you can call us at +603-2282 8868 and we will be happy to assist you.

### **What exactly happens after ordering?**

You will receive a confirmation email stating your ordered items and your Order ID. You should be able to see your order status as 'Process' on your dashboard.

Once your items are on their way to your doorstep, your order status will change to 'Completed' and you will receive your receipt via email along with the Tracking Number.

Our trusted courier 'Ta-Q-Bin' will notify you via SMS that they are on their way to you. If you have chosen Cash-On-Delivery (COD) as the payment method, our courier will receive your payment once you have received your product.

### **How do I track my order(s)?**

Your tracking number will be available to view once your order status states it is 'Completed'. Just login to your account and go to 'Track My Order' page. Then, click 'Track' after filling in your Order ID and Billing email.

Alternatively, you can track your order on <http://my.ta-q-bin.com/>. You can get the tracking number from the email we have sent you.

Our courier will also provide you with delivery information and tracking number via SMS once the products are on their way to your doorstep.