

SHIPPING POLICY

GMYS Sdn Bhd
0968310-P / 201101040188
No. 3 & 5, Jalan Raya Timur, Kawasan 1, 41000 Klang, Selangor.
Email: ss009641@gmail.com | WhatsApp / Contact No.: +6016-2711090

Effective Date: 5 June 2026

1. General

This Shipping Policy applies to all purchases made through the web-store operated by GMYS Sdn Bhd ("GMYS", "we", "us" or "our").

GMYS supplies swiftlet farming equipment, bird nest cleaning-related products, accessories, tools and other related products through our web-store.

We will arrange delivery of confirmed orders to the delivery address provided by the customer during checkout, subject to stock availability, payment confirmation, courier availability and delivery coverage.

Customers are responsible for ensuring that all delivery details provided are accurate and complete. GMYS shall not be responsible for delays, failed deliveries or additional charges caused by incorrect or incomplete delivery information provided by the customer.

2. Delivery Area

We currently deliver within Malaysia, including Peninsular Malaysia, Sabah and Sarawak, subject to courier availability and delivery restrictions.

For certain bulky, heavy, fragile or special-order items, delivery may be subject to additional courier charges, special handling arrangements or separate quotation.

International delivery is not offered as a standard web-store checkout option. Customers who require overseas delivery may contact GMYS in advance, and any international delivery shall be subject to GMYS's confirmation, separate quotation, customs duties, import taxes and applicable laws of the destination country.

3. Shipping Methods

Orders may be delivered through PosLaju, other suitable courier service providers, bulk shipment service providers, transport or lorry delivery where applicable, or any other suitable delivery method determined by GMYS.

The choice of courier or delivery method shall be determined by GMYS based on the product type, delivery address, parcel size, weight, urgency and availability of courier service.

4. Processing Time

Orders will generally be processed after full payment has been received and verified.

Subject to stock availability, orders will usually be processed within 1 to 3 working days after payment confirmation.

Orders placed on weekends, public holidays or outside business hours will be processed on the next working day.

Processing time may be longer during peak seasons, promotional periods, supplier delays, courier disruptions, public holidays, or where the product requires special packaging or bulk shipment

arrangement.

5. Estimated Delivery Time

Estimated delivery time after dispatch is generally as follows:

Delivery Area	Estimated Delivery Time
Klang Valley / Selangor / Kuala Lumpur	1 to 3 working days
Peninsular Malaysia	2 to 5 working days
Sabah / Sarawak	5 to 10 working days
Bulk / heavy shipment	Subject to arrangement and separate confirmation

The above delivery timelines are estimates only and are not guaranteed. Actual delivery time may vary depending on courier service, delivery location, weather, traffic conditions, public holidays, customs clearance where applicable, and other circumstances beyond our control.

6. Shipping Charges

Shipping charges will be calculated based on factors such as product type, parcel size, parcel weight, delivery location, courier rate and delivery method.

The applicable shipping charges will be shown during checkout or separately confirmed by GMYS before delivery arrangement.

For bulky, heavy, fragile or special-order items, additional delivery charges may apply. In such cases, GMYS may contact the customer to confirm the additional delivery charges before proceeding with shipment.

Unless otherwise stated in a promotion or written confirmation by GMYS, there is no fixed free shipping entitlement for web-store orders.

7. Self-Collection

Self-collection is available at our shop by prior arrangement and confirmation by GMYS.

Collection Address:

GMYS Sdn Bhd

No. 3 & 5, Jalan Raya Timur, Kawasan 1,
41000 Klang, Selangor.

Customers who choose self-collection must wait for confirmation from GMYS before coming to collect the goods.

GMYS may request proof of purchase, payment confirmation, order number, identification or other verification before releasing the goods.

8. Tracking Information

Where tracking is available, tracking details may be provided to the customer after the order has been dispatched.

Customers may track their parcel through the relevant courier provider's tracking system.

If tracking information is not immediately available, customers may contact us for assistance.

9. Failed Delivery

If delivery fails due to reasons including but not limited to incorrect address, incomplete address, recipient unavailable, customer refusal to accept delivery, or failure to respond to courier contact, the customer shall be responsible for any re-delivery charges, return charges, storage charges or additional costs incurred.

GMYS shall not be liable for loss, delay or additional charges arising from failed delivery caused by the customer or recipient.

10. Risk of Loss or Damage During Delivery

GMYS will take reasonable steps to ensure that products are properly packed before dispatch.

Risk of loss or damage to the products shall generally pass to the customer upon successful delivery to the customer, recipient, authorised representative or the delivery address provided by the customer.

If the parcel is visibly damaged upon delivery, the customer should take clear photos and videos of the parcel condition before opening, keep the original packaging, waybill and product, report the issue to us as soon as possible, and provide supporting photos, videos and order details for our review.

Any claim for damaged, missing or wrongly delivered items must be reported to GMYS within 48 hours from receipt of the parcel. Failure to report within this period may affect our ability to assist with courier claims, replacement or other remedy.

11. Incorrect or Incomplete Delivery Information

Customers must ensure that the name, contact number, delivery address and delivery instructions provided during checkout are accurate and complete.

GMYS shall not be responsible for delay, failed delivery, loss, additional courier charges or wrong delivery resulting from incorrect or incomplete information provided by the customer.

If the customer requests a change of delivery address after the order has been confirmed, GMYS may allow the change only if the order has not yet been dispatched. Additional charges may apply.

12. Split Delivery

For orders involving multiple items, GMYS may arrange split delivery where necessary, including where certain items are out of stock, bulky, heavy, fragile or require separate shipment.

Where split delivery is arranged, the customer will be informed accordingly where practicable.

13. Out-of-Stock or Pre-Order Items

If any item is out of stock after an order has been placed, GMYS may contact the customer to arrange replacement with another product, partial delivery, delayed delivery, store credit, or refund for the unavailable item.

For pre-order or special-order items, the estimated delivery timeline will be separately informed to the customer. Such timelines are estimates and may be affected by supplier, manufacturer, import, customs, logistics or other external delays.

14. Bulk Shipment and Special Delivery

Certain items may require bulk shipment, special packaging, transport delivery or separate logistics arrangement due to their size, weight, quantity or nature.

For such orders, delivery charges, delivery timeline and delivery arrangement may be separately quoted and confirmed.

GMYS reserves the right to contact the customer to confirm the final delivery arrangement before dispatch.

15. Delivery Restrictions

GMYS reserves the right to refuse, cancel, postpone or make alternative arrangements for delivery where the delivery address is outside courier coverage, the item is restricted, oversized, overweight, fragile or unsuitable for normal courier delivery, the delivery location is inaccessible or unsafe, payment has not been fully received or verified, the order appears suspicious or potentially fraudulent, or delivery is affected by events beyond our reasonable control.

16. Events Beyond Our Control

GMYS shall not be liable for delay, failure or disruption in delivery caused by events beyond our reasonable control, including but not limited to courier delay, traffic disruption, accident, bad weather, flood, fire, natural disaster, government restriction, pandemic, strike, shortage of transport, system failure, public holiday, customs delay or any other circumstances beyond our control.

17. Contact Us

For any shipping or delivery enquiry, please contact:

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