

Melaleuca Malaysia Frequently Asked Questions



Delivery

1. What is the standard time and charges for delivery?

Delivery Location	Items	Flat Fee Charges	Delivery Time
West Malaysia	All Items	RM 10	3 business days (Klang Valley only)
	Value Pack	RM 25	5 business days (other areas in West Malaysia)
East Malaysia	All Items	RM 15	7 business days
	Value Pack	RM 30	

2. Can we check the delivery status of my order or locate where my parcel is?

If you have received a "Call Card" from the courier company, it means that the courier company was at your home/office but there were no one to collect the parcel. Please do contact the number stated on the "Call Card". However, if you have not, please do contact the Customer Service Department and they will assist you to check with the courier company and revert back to you on the status of your parcel.

3. I have waited too long for the parcel, can I collect from the store?

It is not possible if the parcel is already on its way to your requested delivery address, but we will try our best to follow up with the courier company to ensure delivery is done immediately. However, if the parcel is pending for delivery from the warehouse you can collect the parcel from the store and we will request not to deliver your order.

Commissions

1. When am I supposed to receive my commissions?

Commission payments are generally submitted to our bank on the 15th day of each month for commissions earned during the previous month. If the 15th falls on a weekend or holiday the deposit will be made on the next business day after the 15th. Normal banking time frames of about 2 to 3 working days will apply before the commissions will be available in your account. Holidays and weekends may cause delays in the payments being credited to the account.

2. What should I do when I still do not receive my commission after the prescribed time frame mentioned above?

Call and speak to our Business Development personnel. The reasons why you have not received your commission is probably due to one of the following two reasons.

- At the time when the commission is being processed, your banking information was not available. This would normally be more applicable to new enrollments.
- Either the banking information provided in your enrollment form was inaccurate or the banking information was inaccurately uploaded to our database and as such the payment has been rejected by the bank.

If either of these items are the case we will contact you as soon as we are aware of the situation. If you contact us please have your bank record or statement on hand when contacting our Business Development personnel. If required, please fax your bank record or statement to us for verification of the bank information.

Toll-Free Tel. Contact: **1800-823-823**
(Please choose Option 3 for Customer Service and Option 4 for Business Development)
Toll-Free Fax No: 1800-826-826