

# Kuching Service Center

# Business Rules



1. The Kuching Service Center official operating hours are:  
Monday - Friday: 12pm – 7pm. Saturday: 12pm – 5pm. Sundays & Public Holidays: closed.
2. Product returns and/or exchanges can be administered at the Service Center during normal operating hours subject to company return/exchange policies & stock availability.
3. All paperwork submissions via the Service Center (including enrollment forms, change requests, product order forms, etc) will require at least 24-hour processing, excluding weekends and public holidays where additional time may be required.
4. Product orders placed for pick-up (non delivery) from the Service Center can either be phoned or faxed in to Customer Service (1 800 823 823), or submitted at the Service Center by completing an order form. All orders require up to 24-hours processing, excluding weekends & public holidays.
5. Pick-up orders can be paid for in cash at the time of pick-up. All pick-up orders being paid for in cash at the time of pick-up must be performed before the 25th of each month. After the 25th, only pick-up orders paid for in advance will be accepted.
6. All product order and enrollment submissions made at the Service Center on the final business day of each month must be submitted 1 hour before closing.
7. All pick-up orders must be collected with proper identification and authorization during normal operating hours. Any customers collecting orders at the Service Center on behalf of other customers must sign an acknowledgement form and where further verification may be performed.
8. Any pick-up orders that are left unpaid for after 5 business days will be cancelled.
9. Meeting room facilities and reservations are available upon request, during normal operating hours, and subject to company approval.
10. For any and all inquiries regarding the Service Center or its service provisions, please contact Customer Service at 1 800 823 823 or via email at: [csmalaysia@melaleuca.com](mailto:csmalaysia@melaleuca.com)

# 古晋客户服务中心 业务守则



1. 古晋客户服务中心的营业时间为：  
星期一至星期五：中午12时至晚上7时。星期六：中午12时至下午5时。星期天和公共假期：休息。
2. 所有产品退货/更换都可以在古晋客户服务中心营业时间进行，但须符合公司退货/更换政策与库存情况。
3. 所有在古晋客户服务中心缴交的表格（如：注册表格，更换请求，订货表格等等）需给公司至少24小时时间来处理，当遇上周末或是公共假期时，这会需要更多的时间来处理。
4. 如想亲自在古晋客户服务中心领取产品，您可以致电至客户中心（1800-823-823）或是传真（1800-826-826）或是可在古晋客户服务中心填写订货表格。所有订单需给公司至少24小时的时间来处理，这不包括周末和公共假期。
5. 您可在领取货品的同时付款。所有在每月25号之前所订购的货品可在领取时付款。但是，在25号过后所订购的货品就必须先付款。
6. 所有的订货单和新会员登记都必须在每月的最后一天营业日的一个小时前完成。
7. 领取订单时，必须经过简单的身份确认或是足够的领取授权。如想代您客户领取货品您必须填写授权表格以便日后领取货品时确认。
8. 所有未支付的订单，如在五个工作天后未领取将被自动取消。
9. 我们拥有提供客户借用会议室服务，客户可根据要求提出预订，所有议室服务使用权须经公司批准。
10. 如有任何关于古晋客户服务中心的疑问和规定，请致电致1800-823-823 或是电子邮件致：[csmalaysia@melaleuca.com](mailto:csmalaysia@melaleuca.com)