

Beaute Mori FAQ:

1

What should I do if the quantity of products in the package does not match or the types of products received do not match?

Please submit "Customer Feedback Form" within 48 hours after receiving the parcel attached as below:

<https://www.beautemori.com/index.php?route=extension/module/xform&formId=4>

Customer service representative will contact you for company further investigation, if the situation is reasonable for replacement, replacement/exchange will be arranged accordingly.

2

What should I do if I found that the bottle/bag (packaging) inside was damaged after opened the packaging/boxes?

Please submit "Customer Feedback Form" attached:

<https://www.beautemori.com/index.php?route=extension/module/xform&formId=4>

, our customer service representative will contact you for your next action:

**Exchange is only eligible within 60 days after receiving the parcel. Customer would need to arrange the shipment by themselves (postage to be paid by customer), company will be responsible to arrange the replacement product to be sent to the same address (postage to be paid by company)*

3

What should I do if I found that the free gift/gift with purchase inside was damaged after opened the packaging/boxes?

Please submit "Customer Feedback Form" attached within 14 days after receiving the parcel:

<https://www.beautemori.com/index.php?route=extension/module/xform&formId=4>

Customer service representative will contact you for company further investigation, if the situation is reasonable for replacement, replacement/exchange will be arranged accordingly.

**Customer would need to arrange the shipment by themselves (postage to be paid by customer), company will be responsible to arrange the replacement product to be sent to the same address (postage to be paid by company)*

4

If you wish to join as member

Kindly contact 017-2886517 through WhatsApp or reach out at 04-2189599, our customer service will assist you for further information.

5

How many days will the company send the order after the order has been placed? How many days to expect on the shipment arrival?

The order will take 1-3 working days to proceed after order has been received, for West Malaysia it would take 2-5 working days to receive, for East Malaysia would take 3-7 working days to be received after parcel has been arranged.

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6 What should I do if I found a problem after the exchange period have passed that set by the company?

Any request for exchange would not be entertained after the exchange period.

7 How can I check my delivery status?

Login to your membership account : <https://member.beautemori.com/> ,
click on "Report" > "Daily Sales Report" key in your order number (SO000XXX) > key in the date of the order > click "Search" found the order you wish to track and click on "View" > click on "Receipt" > you'll find the Tracking Number and Tracking Link is attached in your order. Feel free to click on the link attached for tutorial: <https://youtu.be/uR3n515p7t0>

8 Does company allow for door-to-door pickup?

Due to the impact of the pandemic, company are temporarily closed for door-to-door pickup. Company will release the memo once door-to-door pickup is allowed.

9 How can I get the latest promotion details?

- a) You may get the information from our Beaute Mori operators around you.
- b) You may visit our official Facebook Page/Instagram Page PM for more information
Facebook Page: <https://www.facebook.com/BeauteMoriMalaysia>
- c) You're welcome to contact us through Whatsapp at 017-2886517 or reach out at 04-2189599 for our customer service representative.

10 How can I amend my order after the order has been placed? *(for example, I choose the wrong flavour/ I choose the wrong the quantity of product)*

Kindly contact 017-2886517 through WhatsApp or reach out at 04-2189599, our customer service will assist you for the request.

11 What should I do when facing errors for payment? *(double payment, payment error)*

Kindly contact 017-2886517 through WhatsApp or reach out at 04-2189599, our customer service will assist you for the request. Refund will be arranged within 5 working days if any double payment has been found.

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12 How if I forgot my membership login details?

Kindly contact 017-2886517 through WhatsApp or reach out at 04-2189599 for further assistance.

13 How if I wish to change my membership details? *(address)*

Kindly contact 017-2886517 through WhatsApp or reach out at 04-2189599 for further assistance.

14 Can I split the delivery address in one order?

According to company policy, one order is only eligible to be sent to one address.

15 Can I choose the colour of item for PWP/GWP?

All of the Free gift/ GWP will be chosen randomly.

16 Can I change the address after my order has been placed?

Changing address will not be entertained order has been placed.

17 Can I cancel my order after my order has been placed?

Order cancellation will not be entertained after order has been placed.