

Shipping Policy

Domestic Shipping Policy

Shipment processing time

All orders are processed by our online merchants within 2-3 business days. Orders are not shipped or delivered on weekends or domestic holidays.

In an event that the merchants are experiencing a high volume of orders, shipments may be delayed by a few days. If there will be a significant delay in shipment of customer's order, we will contact the customer via our chat box from our merchants, or email or telephone from our administrative.

Shipping rates and delivery estimation

Our system is integrated with EasyParcel Malaysia Logistic Provider and the Shipping Charges will be calculated and displayed at checkout once the customer chosen the courier service. EasyParcel will arrange for collection and delivery of the consignment/s, offering a third-party broker service with major reputable carriers.

The following are the courier providers

Domestic

- Pos Laju
- Skynet
- SnT
- Pgeon Delivery
- DHL eCommerce
- Aramex
- ABX Express
- Ultimate Consolidators
- UTS
- CJ Century
- Teleport
- Pgeon Prime
- Qxpress
- DCS
- Transprompt Freight

Shipment confirmation & Order tracking

Customer will receive a Shipment Confirmation email once the order has shipped containing tracking number(s) and can be reviewed and found inside the login dashboard. The tracking number will be active within 24 hours.

Customs, Duties and Taxes

zinopi.com, zinopi.sg, zinopi.my, zinopi.co.id are not responsible for any customs and taxes applied to the order. All fees imposed during or after shipping are the responsibility of the customer (tariffs, taxes, etc.). The merchant required to provide full information about this to the customer.

Damages

zinopi.com, zinopi.sg, zinopi.my, zinopi.co.id are not liable for any products damaged or lost during shipping. If customer received any order damaged, customer required to report at the customer service chat box to acknowledge the merchant and contact the shipment carrier to file a claim.

Customer is advised to save all packaging materials and damaged goods before filing a claim as supporting evidence.

International Shipping Policy

We currently do not ship internationally.

Returns Policy

Our Refund and Return Agreement (Policy) provides detailed information about options and procedures for returning an order from a customer.