

FAQ

Date: 1nd June

1. DELIVERY

Q. Where is the delivery location?

A. Below is our delivery location. We do NOT deliver to a place more than 30km away from our distribution center.

Kepong, Selayang, Hartamas, Mont Kiara,
KL Sentral, Bangsar,, Segambut, Bandar Utama
KLCC, Damansara Hight,, Bukit Damansara

*if location is out of delivery location, please ask our support team first

Q. When is your delivery date and order cutoff date?

A. Please refer schedule below

Date: 10th May 2020

	Order Cut off	Delivery Date
MONDAY	Order before 12PM	Tuesday (10am-2pm)
	Order after 12PM	Wednesday (10am-2pm)
TUESDAY	Order before 12PM	Wednesday (10am-2pm)
	Order after 12PM	Thursday (10am-2pm)
WEDNESDAY	Order before 12PM	Thursday (10am-2pm)
	Order after 12PM	Saturday (10am-2pm)
THURSDAY	Order before 12PM	Saturday (10am-2pm)
	Order after 12PM	Saturday (10am-2pm)
FRIDAY	Order before 12PM	Saturday (10am-2pm)
	Order after 12PM	Tuesday (10am-2pm)
SATURDAY	Order before 12PM	Tuesday (10am-2pm)
	Order after 12PM	Tuesday (10am-2pm)
SUNDAY	Order before 12PM	Tuesday (10am-2pm)
	Order after 12PM	Tuesday (10am-2pm)

Q. How much is delivery fee?

A. Delivery charges will be auto calculated by our system based on delivery location.

For orders under RM100, we follow the price 1.0 rm/km (min 5.0 rm)

For orders above RM100, delivery charges as below:-

Within 10KM miles, FOC

Above 10KM miles, our company will bear RM10, customer pay for excess

Q: Can I know what is the delivery time?

A: We deliver from 10am – 2pm on delivery day. Please special remark to us if you required any special delivery time by call us or send message to our SNS accounts.

Q. Can I self pickup?

A. No. We ONLY support delivery

2. ORDERING / PAYMENT

Q: Can we place order through IG/ FB?

A: We only accept order place through our online platform. This is to ensure that our customers can easily access to our online platform to browse our products list which we update time by time and place order hassle free as we provided online payment through IPAY88 merchant.

Q: Do you have minimum order?

A: We do not set any minimum purchase for now as delivery fees count follow miles. For items selling in KG, we are selling in KG and not allow to sell according to customer preference weight.

Q. Can I pay in cash?

A. We ONLY accept online payment (FPX Bank Transfer, Boost, Touch 'n Go eWallet).

Q: Can we pay using credit card?

A: For time being, payment through IPAY88 only support FPX, GrabPay, Boost Wallet & TNG wallet. We are applying credit card payment and shall make this facility available once approve.

Q. Why iPay88 return "Payment Fail" Status?

A. "If the transactions were drop off during redirecting to the bank page. Then, iPay88 gateway will requery to the bank and check for the payment status of these drop-off transactions, and if there is no payment captured then iPay88 will mark these transactions as Fail with ErrDesc "Payment Fail".

Normally drop off transaction may due to the following possibility.

- during the transaction made user network may not stable/connection time out.
- the user did not receive OTP from the bank and abandon payment.- the user accidentally closes/refreshes the web browser before completing the payment process.
- the connection between issuing bank and acquiring bank was not stable/connection time out. "

3. RETURN POLICY / GOODS

Q. Can I return the goods when receive?

A. According to our exchange policy at T&C, goods consider sold once you receive and we cannot accept refund and exchange after 12hours of receive of the products. In the case you receive goods that is damaged at the time of delivery, please contact us by calling 03-6242-6708 or email at info@secaimarche.com or our SNS first. Please do not return any goods without contacting us.

Q. Can we choose ingredient in the Sanchoku box? What is inside box?

A. You may not be able to choose in the Sanchoku box. We select products from freshly harvested on a date. If you want to choose, please choose a la carte item.

Q: Can we know restock date for certain item?

A: For seasonal veges or fruits, we do not have any confirm restock date until we confirm with farmers on delivery date and condition of the products. We will always share latest info through our SNS accounts for restock products and as well as new products. Please always stay tune to our SNS accounts in order to get latest info.

4. SYSTEM

Q. Cannot push the order button and confirm

A. You should open our web site from browser not from Facebook and Instagram

Q. Cannot place order for different delivery date

A. We only accept same delivery day per one order to prevent extra delivery charges by mistake. If you would like to order goods that has different delivery days, you may place order by delivery date.