

Delivery Policy



SHIPPING & DELIVERY – ardion+™

Last Updated: 5 June 2026

This policy outlines how ardion+™ processes, ships, and delivers orders placed through our website.

By completing a purchase, you agree to the terms stated below.

ONLINE ORDERS

All orders must be completed using the available secure payment methods.

Only one payment method is accepted per order.

Orders will be processed after payment verification.

ORDER PROCESSING

Once payment is successful:

- An order confirmation will be sent to your registered email
- Cancellation is only allowed within 1 hour

After 1 hour:

- The order is considered confirmed and final
- Fulfillment and shipping preparation will begin
- Cancellation is no longer allowed

Order processing typically begins within 1–2 working days.

Orders placed during weekends or public holidays will be processed on the next working day.

ORDER STATUS

Order updates will be sent to your registered email.

Once shipped, tracking details will be provided via email.

Customers may also check order status through their account if an account was created during purchase.

SHIPPING COVERAGE

Currently, ardion+™ delivers within Malaysia only:

- West Malaysia (Peninsular)
- Sabah
- Sarawak
- Labuan

International shipping is not available.

SHIPPING FEES

Estimated shipping rates:

- West Malaysia – from RM12+
- Sarawak – from RM15+
- Sabah / Labuan – from RM18+

Actual charges will be displayed during checkout.

DELIVERY TIMEFRAME

Estimated delivery time:

West Malaysia
2 – 4 working days

Sabah / Sarawak / Labuan
3 – 7 working days

Delivery may vary due to:

- Courier schedules
- Weather conditions
- Public holidays
- Logistics disruptions

FAILED DELIVERY

Customers are responsible for ensuring:

- Accurate and complete shipping address
- Recipient availability

If delivery fails:

- Courier may attempt redelivery
- Additional charges may apply

DAMAGED PARCEL

If your parcel arrives damaged:

Customers are advised to record a full video while opening the parcel.

Claims must include:

- Clear photos
- Full unedited unboxing video

Claims without sufficient evidence will not be accepted.

SUBSCRIPTION DELIVERY

For subscription customers:

Deliveries will follow the scheduled subscription cycle.

Subscriptions are subject to a 12-month commitment and cannot be cancelled during the active period.

SHIPPING RESPONSIBILITY

Once the order is handed over to the courier:

- Delivery responsibility lies with the logistics provider

ardion+™ will assist with tracking where possible but is not liable for delays or losses caused by third parties.

POLICY UPDATES

This policy may be updated at any time without prior notice.

The latest version will be available on this page.

Last Updated: 5 June 2026