

SHIPPING & DELIVERY POLICY

We are ensuring that you will receive the first class products from metastones by promise that your order will be delivered in perfect condition to your destination within the timeframe promised.

1. How many days I can receive my product.

If the product you ordered is in stock, it will usually arrive within 3-5 days (West Malaysia). The estimated shipping time differ based on your shipping location, but you will be able to check your parcel status with the parcel tracking number email by us.

2. How much will I pay in shipping cost for my order?

The shipping costs will depend on your location and countries, you may refer below details.

Local - (Malaysia)

West Malaysia(WM) MYR 8 for each delivery below purchase MYR 100. Shipping cost will be free of charge for purchase above MYR 100.

East Malaysia(EM) MYR20 for each delivery below purchase MYR 200. Shipping cost will be free of charge for purchase above MYR 200.

Oversea – Do contact us for delivery charges. Delivery charges will be different for different countries

3. Can I track the status of my order.

Yes, you can check the status of your order from the “My orders” of your metastones account. You will also receive an email containing a link that enable you to track the package as soon as it is ready for shipping.