



运输和配送条款

我们向您保证，将按照约定的时间将产品送达指定地点。

我可以在多少天内收到我的产品

如果您的订单有现货，西马一般配送时间为3-5天。具体的运送时间可能会根据您的配送地点而有所不同。我们会将货运单号和追踪链接邮件给您，让您能实时追踪您的包裹状态。

我需要为我的订单支付多少运费

运费将根据您的地理位置和国家而异。请参考以下详情了解更多信息：

马来西亚

西马配送

每个低于RM299的订单需支付RM8的运费。订单总额达到RM300或以上，运费将被免除。

东马配送

每个低于RM299的订单需支付RM20的运费。订单总额达到RM300或以上，运费将被免除。

国际订单

请联系我们的客服团队查询相应的配送费用。

不同国家的运费将有所不同。

我可以追踪我的订单状态吗？

可以，您可通过您的Metastones账户中的“我的订单”来追踪您的订单状态，一旦您的包裹准备发货，您将收到一封含有货运单号和追踪链接的电子邮件。



SHIPPING & DELIVERY POLICY

We assure you that you will receive top-tier products from Metastones, and we stand by our commitment to deliver your order in impeccable condition to your specified destination within the promised timeframe.

How many days I can receive my product

If the product you ordered is in stock, it typically arrives within 3–5 days for deliveries within West Malaysia. The estimated shipping time may vary depending on your specific shipping location. However, you will receive a parcel tracking number via email from us, allowing you to monitor the status of your shipment.

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

The shipping costs will vary based on your location and country. Please refer to the details below for more information.

Malaysia

West Malaysia (WM)

there is a shipping fee of MYR 8 for each order below MYR 299. Shipping costs are waived for orders total MYR 300 or more.

East Malaysia (EM)

there is a shipping fee of MYR 20 for each order below MYR 299. Shipping costs are waived for orders total MYR 300 or more.

International Orders

please contact us to inquire about the applicable delivery charges.

Shipping costs will vary for different countries.

Can I track the status of my order

Yes, you can track the status of your order through the 'My Orders' section from your Metastones account, you will receive an email with a tracking link as soon as your package is ready to ship.