**Argon Oil Website Design Checklist (Ver 1.0)**

This check list should be filled and completed. All the completed info and contents need to be zipped and send to email ([support@cartforest.com](mailto:support@cartforest.com)) or through any online storage. During development stage, support team will contact and update the progress of the development.

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## 1. Home Page

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| □ | Site Title Tagline  **Site Title and Tagline**  Site Title : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Tagline : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| □ | **Logo**   * Acceptable File Types: ai, svg, jpg, png * Recommended Size: 400px X 91px   File : (Please rename the file as **logo.xxx** and place it in folder **home.** Please refer to the unzipped file.) |
| □ | **Banner**    Image  Background Image   * Acceptable File Types: ai, psd, jpg, png * Recommended Size: 1904px X 1139px (background image) & 1131px X 604px (image)   File : (Please rename the file as **banner-bckgd-img.xxx & banner-img.xxx** and place it in folder **home.** Please refer to the unzipped file.)  Button Text : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Button Link : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| □ | **Section 1**    Image  Text  Image   * Acceptable File Types: ai, psd, jpg, png * Recommended Size: 805px X 525px (car image) & 485px X 107px (image)   File : (Please rename the file as **sec1-img.xxx** and place it in folder **home.** Please refer to the unzipped file.)  Text : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Section 2**  Image  Text   * Acceptable File Types: ai, psd, jpg, png * Recommended Size: 485px X 107px (image 1, 2 & 3)   File : (Please rename the file as **sec2 –img.xxx** and place it in folder **home.** Please refer to the unzipped file.)  Text 1 : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Section 3**    Text  Image  Image   * Acceptable File Types: ai, psd, jpg, png * Recommended Size: 773px X 646px   File : (Please rename the file as **sec3 –img.xxx** and place it in folder **home.** Please refer to the unzipped file.)  Text 1 : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Section 4**    Text  Form  Background Image  File : (Please rename the file as **sec4-bckgd-img.xxx** and place it in folder **home.** Please refer to the unzipped file.)  Text : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Form : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Section 5**     * This section 5 will be remove if not requested.   Minimum 3 testimonials.  Testimonial 1  Customer Comment : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Customer Name : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Customer Rate : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Customer Position : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Testimonial 2  Customer Comment : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Customer Name : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Customer Rate : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Customer Position : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Testimonial 3  Customer Comment : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Customer Name : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Customer Rate : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Customer Position : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Section 6**    Video  Text   * Acceptable File Types: ai, psd, jpg, png   File : (Please rename the file as **sec6-img.xxx** and place it in folder **home.** Please refer to the unzipped file.)  Text 1 : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Video Url : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Footer**    Link : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Copyright : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

## 2. Contact Us

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| □ | **Contact Us**    Form  Text    Text   * The google map link given by client will be used on google maps widget * Acceptable File Types: ai, psd, jpg, png   Text 1 : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Form : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Text 2 : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

## 3. FAQs

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| □ | * Minimum 3 FAQ.   Question : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Answer : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Question : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Answer : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Question : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Answer : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

## 4. Privacy Policy

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| □ | **Privacy Policy**   * The content below the line will be put into the Privacy Policy Page.   --------------------------------------------------- Privacy Policy ------------------------------------------------------  We take our customer’s privacy seriously and we will only collect, record, hold, store and use your personal information as outlined below.  Data protection is a matter of trust and reliability as your privacy is very important to us. Thus we will process your name and other necessary information which relates to you in the manner set out in this Privacy Policy. We will only collect information where it is vital for us to do so and we will collect information only if it is relevant to our dealings with you. We will keep your information for as long as we are both required to by law and relevant for the purposes for which it was collected.  You can visit our website, www.cartforest.com and explore without the needs to provide your personal details unless you have registered an account (“CARTFOREST account”) with us on our website and have logged on with your user name and password. During your visit to our website, you may remain anonymous and at no time would we be able to identify you.  If you have any comments or suggestions, you are advised to send us any at our address or by contacting our Customer Service.  Collection Of Personal Information  CARTFOREST does not sell, or trade customer’s personal information collected online with third parties. For the purposes for which it was collected, your personal information will only be disclosed within our corporate group and to third parties with your authorization and consent.  When you register a CARTFOREST account, the personal information will be collected may included your:  Name  Email Address  Date of Birth  When you are purchasing on the CARTFOREST website, we will collect additional information which are:  Mobile Number  Delivery Address  Credit card details (optional) and payment methodology  The compulsory personal information we collect from you will be used and shared within our corporate group and also with third parties for one or the following purposes:  To allow us to administer your registered account with us  To facilitate your use of the services and/or access to the platform  To process your orders, verify and carry out financial transactions in relation to purchases you make online  To complete the transactions between you and CARTFOREST  To deliver products that you have purchased from our website. For example, we may pass your name and address on to a third party such as our courier service company to make delivery of the product to you  To inform and update you on the delivery of the product and for customer support purposes  To provide you with relative product information such as SKUs  To support our business, financial and risk monitoring, planning and decision making  For other purposes for which customers have authorized us specifically  If you have any comments or suggestions, you are advised to send us any at our address or by contacting our Customer Service.  SECURITY OF YOUR PERSONAL INFORMATION  CARTFOREST ensures that all information collected will be stored safely and secured. We protect your personal information by:  Authorize access to personal information only via passwords;  Preserving technology products to avert unauthorised computer access;  Securely destroying your personal information when it is no longer needed for our record retention purposes.  DISCLOSURE OF PERSONAL INFORMATION  We will only distribute your information within our corporate group and those third parties directly related to. This action will be necessary for the purchase of products, delivery of the same and reason for which you have authorised. In uncustomary circumstances, CARTFOREST may be required to disclose your personal information, for when there are grounds to believe that the disclosure is necessary to prevent a threat to life or health, or required by the law. CARTFOREST is committed to complying with the Personal Data Protection Act 2010.If you convince that your privacy has been violate by CARTFOREST, please contact our Customer Service and we will resolve the issue.  CHANGES TO THE PRIVACY POLICY  CARTFOREST reserves the authority to make partial and change the Privacy Policy at any time. Any changes to this policy will be published on our website.  UPDATING YOUR PERSONAL INFORMATION  Your personal information can be update anytime by log in to your CARTFOREST account on CARTFOREST website. You are responsible for your action and changes you make for your personal information.  CONTACTING US AND COMPLAINTS  We are welcoming any suggestion and improvement ideas for our website, services and products. If you have any questions and feedbacks regarding your personal information or you are not contented with the way we handle your enquiry, please don’t hesitate to contact our Customer Service. |

## 5. Terms and Conditions

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| □ | **Terms and Conditions**   * The content below the line will be put into the Terms and Conditions Page.  ---------------------------------------------- Terms and Conditions ------------------------------------------------- **Definitions** In these Terms and Conditions:   * Account means the CARTFOREST Account that you will need to register for on the Site if you would like to submit an Order on the Site; * Working Day means any day on which banks in Malaysia open for business; * Order Confirmation means our email to you, in which we acknowledge your Order; * Customer means any individual who places an Order on the Site; * You mean the Customer who places an Order; * References to clauses are to clauses of these Terms and Conditions; * Headings are for ease of reference only and shall not affect the interpretation or construction of the Terms and Conditions.  **General** When you register, you are required to provide your information that is true, accurate, current, and complete in all respects. Should any of your information change, you may change it online or notify us through email. The account password should be in unique and keep secure. Any breach of security or unauthorized uses of your account, please notify us immediately. **Eligibility** To place an order with us, you must be over 18 years of age and possess a valid banking cards issued by the bank acceptable to us. **Orders** All orders are subject to acceptance and availability. The items in your online shopping cart are not reserved and may be purchased by other customers until it is checked out. **Payment** Payment can be made by Visa and MasterCard banking, Online Transfer. You confirm that the banking card being used is yours or that you have specifically authorized by the owner to use it. We will take reasonable care to make our site secure. All online banking transactions on this site are processed using senangpay, which is a secure online payment gateway that encrypts your details in a secure host environment. In addition, we will take reasonable care, to keep the details of your order and payment secure, but in the absence of negligence on our part we cannot be held liable for any loss you may suffer if a third party procures unauthorized access to any data you provide when accessing or ordering from our site. **Vouchers and gift card** Vouchers and gift card provider to you are non-transferable. Furthermore, they cannot be used in conjunction with any other voucher code or offers and must be redeemed by the date published, if provided. **Delivery** Kindly take note that we will process and send out all orders within 24 hours during working days after payment is received. Estimated delivery times provided are to be used as a guide only and commence from the date the order is sent out. We are not responsible for any delays caused by destination customs clearance processes. **Personal Data Protection** Please see our Privacy Policy, which forms a part of these Terms and Conditions. **Trademarks and Copyright** Content published on this website (digital downloads, images, texts, graphics, logos) is the property of CARTFOREST and/or its content creators and protected by international copyright laws. The entire compilation of the content found on this website is the exclusive property of CARTFOREST, with copyright authorship for this compilation by CARTFOREST. **Communications** The entire communication with us is electronic. Every time you send us an email or visit our website, you are going to be communicating with us. You hereby consent to receive communications from us. If you subscribe to the news on our website, you are going to receive regular emails from us. We will continue to communicate with you by posting news and notices on our website and by sending you emails. You also agree that all notices, disclosures, agreements and other communications we provide to you electronically meet the legal requirements that such communications be in writing. **Applicable Law** By visiting this website, you agree that the laws of the Malaysia, without regard to principles of conflict laws, will govern these terms and conditions, or any dispute of any sort that might come between CARTFOREST and you, or its business partners and associates. **Disputes** Any dispute related in any way to your visit to this website or to products you purchase from us shall be arbitrated by state or federal court Malaysia and you consent to exclusive jurisdiction and venue of such courts. **Comments, Reviews, and Emails** Visitors may post content as long as it is not obscene, illegal, defamatory, threatening, infringing of intellectual property rights, invasive of privacy or injurious in any other way to third parties. Content has to be free of software viruses, political campaign, and commercial solicitation. We reserve all rights (but not the obligation) to remove and/or edit such content. When you post your content, you grant CARTFOREST non-exclusive, royalty-free and irrevocable right to use, reproduce, publish,Definitions  In these Terms and Conditions:   * Account means the CARTFOREST Account that you will need to register for on the Site if you would like to submit an Order on the Site; * Working Day means any day on which banks in Malaysia open for business; * Order Confirmation means our email to you, in which we acknowledge your Order; * Customer means any individual who places an Order on the Site; * You mean the Customer who places an Order; * References to clauses are to clauses of these Terms and Conditions; * Headings are for ease of reference only and shall not affect the interpretation or construction of the Terms and Conditions.   General  When you register, you are required to provide your information that is true, accurate, current, and complete in all respects. Should any of your information change, you may change it online or notify us through email. The account password should be in unique and keep secure. Any breach of security or unauthorized uses of your account, please notify us immediately.  Eligibility  To place an order with us, you must be over 18 years of age and possess a valid banking cards issued by the bank acceptable to us.  Orders  All orders are subject to acceptance and availability. The items in your online shopping cart are not reserved and may be purchased by other customers until it is checked out.  Payment  Payment can be made by Visa and MasterCard banking, Online Transfer. You confirm that the banking card being used is yours or that you have specifically authorized by the owner to use it. We will take reasonable care to make our site secure. All online banking transactions on this site are processed using senangpay, which is a secure online payment gateway that encrypts your details in a secure host environment. In addition, we will take reasonable care, to keep the details of your order and payment secure, but in the absence of negligence on our part we cannot be held liable for any loss you may suffer if a third party procures unauthorized access to any data you provide when accessing or ordering from our site.  Vouchers and gift card  Vouchers and gift card provider to you are non-transferable. Furthermore, they cannot be used in conjunction with any other voucher code or offers and must be redeemed by the date published, if provided.  Delivery  Kindly take note that we will process and send out all orders within 24 hours during working days after payment is received. Estimated delivery times provided are to be used as a guide only and commence from the date the order is sent out. We are not responsible for any delays caused by destination customs clearance processes.  Personal Data Protection  Please see our Privacy Policy, which forms a part of these Terms and Conditions.  Trademarks and Copyright  Content published on this website (digital downloads, images, texts, graphics, logos) is the property of CARTFOREST and/or its content creators and protected by international copyright laws. The entire compilation of the content found on this website is the exclusive property of CARTFOREST, with copyright authorship for this compilation by CARTFOREST.  Communications  The entire communication with us is electronic. Every time you send us an email or visit our website, you are going to be communicating with us. You hereby consent to receive communications from us. If you subscribe to the news on our website, you are going to receive regular emails from us. We will continue to communicate with you by posting news and notices on our website and by sending you emails. You also agree that all notices, disclosures, agreements and other communications we provide to you electronically meet the legal requirements that such communications be in writing.  Applicable Law  By visiting this website, you agree that the laws of the Malaysia, without regard to principles of conflict laws, will govern these terms and conditions, or any dispute of any sort that might come between CARTFOREST and you, or its business partners and associates.  Disputes  Any dispute related in any way to your visit to this website or to products you purchase from us shall be arbitrated by state or federal court Malaysia and you consent to exclusive jurisdiction and venue of such courts.  Comments, Reviews, and Emails  Visitors may post content as long as it is not obscene, illegal, defamatory, threatening, infringing of intellectual property rights, invasive of privacy or injurious in any other way to third parties. Content has to be free of software viruses, political campaign, and commercial solicitation. We reserve all rights (but not the obligation) to remove and/or edit such content. When you post your content, you grant CARTFOREST non-exclusive, royalty-free and irrevocable right to use, reproduce, publish, modify such content throughout the world in any media.  License and Site Access  We grant you a limited license to access and make personal use of this website. You are not allowed to download or modify it. This may be done only with written consent from us.  User Account  If you are an owner of an account on this website, you are solely responsible for maintaining the confidentiality of your private user details (username and password). You are responsible for all activities that occur under your account or password. We reserve all rights to terminate accounts, edit or remove content and cancel orders in their sole discretion.  modify such content throughout the world in any media. **License and Site Access** We grant you a limited license to access and make personal use of this website. You are not allowed to download or modify it. This may be done only with written consent from us. **User Account** If you are an owner of an account on this website, you are solely responsible for maintaining the confidentiality of your private user details (username and password). You are responsible for all activities that occur under your account or password. We reserve all rights to terminate accounts, edit or remove content and cancel orders in their sole discretion. |

## 6. Return and Refund Policy

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| □ | **Return and Refund Policy**   * The content below the line will be put into the Return and Refund Policy.   RETURN OR REFUND POLICY **Important:**  1. All Sales are Final. 2. No cash refund on any defective items. We will do exchange only. (Damaged / broke items) 3. No cash refund on not suitable, not match, change mind situation. 4. All SALE and promotional-priced items are non-returnable & non-refundable. 5. Customers can replace damaged / wrong / faulty items within 24 hours of received date for a exchange of that item. 6. Orders cannot be cancelled once it is being processed. No refunds and cancellation will be entertained.  **What if I received a damaged?** Firstly, we apologise if the products received was damaged.   1. Please contact us using the contact us form or email us at admin@cartforest.com or whatapps us at + 6012-6065910 as soon as possible. 2. Replacement must be informed as soon as possible within 24hours after receiving. 3. NO REFUND. Only exchange, this is to avoid worn item returns and want a money back. It is easily to do on hijab and we have encountered many do that. 4. Customer can request for a replace with the same item. 5. Customer needs to send a picture of the faulty / damaged items. Upon receiv RETURN OR REFUND POLICY 6. Important: 7. All Sales are Final. 8. No cash refund on any defective items. We will do exchange only. (Damaged / broke items) 9. No cash refund on not suitable, not match, change mind situation. 10. All SALE and promotional-priced items are non-returnable & non-refundable. 11. Customers can replace damaged / wrong / faulty items within 24 hours of received date for a exchange of that item. 12. Orders cannot be cancelled once it is being processed. No refunds and cancellation will be entertained. 13. What if I received a damaged? 14. Firstly, we apologise if the products received was damaged. 15. Please contact us using the contact us form or email us at admin@cartforest.com or whatapps us at + 6012-6065910 as soon as possible. 16. Replacement must be informed as soon as possible within 24hours after receiving. 17. NO REFUND. Only exchange, this is to avoid worn item returns and want a money back. It is easily to do on hijab and we have encountered many do that. 18. Customer can request for a replace with the same item. 19. Customer needs to send a picture of the faulty / damaged items. Upon receiving the item, inspection will be made. 20. We have the right to refuse any replace, exchange and refund at our website without any confirmation letter or notice from us. 21. CUSTOMER SERVICE 22. Contact No: +6012-6063750 23. Email: admin@cartforest.com 24. Working Days/Hours: Monday to Friday (10am to 6pm), excluding Public Holidays 25. ing the item, inspection will be made. 26. We have the right to refuse any replace, exchange and refund at our website without any confirmation letter or notice from us.  **CUSTOMER SERVICE** Contact No: [+6012-6063750](tel:60126063750) Email: [admin@cartforest.com](mailto:admin@cartforest.com) Working Days/Hours: Monday to Friday (10am to 6pm), excluding Public Holidays |

## 7. Shipping and Delivery Policy

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| □ | **Shipping and Delivery Policy**   * The content below the line will be put into the Shipping and Delivery Policy Page.   ---------------------------------------------- Shipping and Delivery Policy -------------------------------------------------  SHIPMENT POLICY  Orders are packed and shipped Monday – Friday only. Orders placed on Saturday and Sunday and selected holidays are processed on the next business day. Shipping costs will automatically be calculated on your order depending on the order amount. We ship goods via local express courier services. When your parcel is sent out, you will get the information via email. If we are unable to process your order due to inaccurate or incomplete payment information, your order processing may be delayed until all information are verified by the buyer.  DELIVERY POLICY  We will ship the goods out in 3-5 days and you will get in 1-3 days depending on your postal code.  TRACE ORDER  You will receive an email with your tracking number once your package is shipped. You can also view your tracking number by logging in and clicking “Sign in” then “Order Tracking”.  CUSTOMER SERVICE  We are committed to providing you with the best possible service every time you shop with us. We are contactable by:  Contact No: +6012-6063750  Email: admin@cartforest.com  Working Days/Hours: Monday to Friday (10am to 6pm), excluding Public Holidays |