

Date :

Customer Name : _____

To all our valued customers,

RE: Faulty by Courier Services / Third Party Transport Company

Thanks for your support to our company’s product and services.

Due to some unforeseen circumstances, we would like to inform you that, our company’s will not hold any responsibility for all delivery send by any courier service and third party transport company such as:-

1. **Late delivery** (as the delivery schedule is beyond our company’s control)
2. **Wrong goods/parcel delivered** (mistake made by courier service or third party transporter)
3. **Goods need deliver to customer designated address (third party)**
 - All cancellation / goods return of any late delivery, wrong packing / parcel delivered and etc by the third part transporter or courier services are not accept by the Company’s especially your customer has chop & sign on the delivery / consignment note for acknowledge receipt.
 - We will not involve in any payment issue between the recipient and yourself. All complaint should refer to that particular courier/ third party transport company.
4. **Goods defective causes by courier services or third party transporter during delivery / unloading process.**

In the event of defective goods/ products which fail to meet the specification as ordered, returning of defective goods/products will be at the Company’s discretion. Otherwise, **all cancellation and goods rejected will not be accepted.**

In hope that our value customer are able to compromise and understand in regards to this changes.

Thank You.

Regards,

**The Management of
YL Marketing (M) Sdn Bhd**

I/ We agree and accepted to the above mentioned and will not cancel or reject the ordered goods.

I/ We disagree to the above mentioned and will

arrange our own courier service/ transport to pick up the ordered goods

own collection

Signature : _____

Company Chop : _____

Date : _____