

ABC Electronics - Business Knowledge Base

Company Information

****Company Name:**** ABC Electronics Sdn Bhd

****Founded:**** 2015

****Location:**** Kuala Lumpur, Malaysia

****Business Type:**** Electronics Retailer & Distributor

About Us

ABC Electronics is Malaysia's trusted electronics retailer, offering a wide range of consumer electronics, home appliances, and smart devices. We pride ourselves on providing quality products at competitive prices with excellent customer service.

Our Mission

To make technology accessible to every Malaysian household through affordable pricing, expert guidance, and reliable after-sales support.

Product Categories

1. Mobile Phones & Tablets

- Smartphones (Android, iOS)
- Feature phones
- Tablets
- Mobile accessories

2. Laptops & Computers

- Gaming laptops
- Business laptops
- Desktop computers
- Computer accessories

3. Home Appliances

- Air conditioners
- Refrigerators
- Washing machines
- Microwave ovens
- Rice cookers

4. Audio & Entertainment

- Headphones & earbuds
- Bluetooth speakers
- Soundbars
- Smart TVs

Frequently Asked Questions (FAQ)

Shipping & Delivery

****Q: Do you deliver nationwide?****

A: Yes, we deliver to all states in Malaysia including Sabah and Sarawak.

****Q: How long does delivery take?****

A:

- Klang Valley: 1-2 working days
- West Malaysia: 2-4 working days
- East Malaysia: 3-6 working days

****Q: What is the delivery fee?****

A:

- Orders above RM200: FREE delivery
- Orders below RM200: RM15 delivery fee
- Sabah & Sarawak: RM30 delivery fee

****Q: Can I track my order?****

A: Yes, you will receive a tracking number via SMS and email once your order is shipped.

Payment Methods

****Q: What payment methods do you accept?****

A:

- Online banking (FPX)
- Credit/Debit cards (Visa, Mastercard)
- E-wallets (GrabPay, Touch 'n Go, Boost)
- Cash on Delivery (COD) - selected areas only
- Installment plans (0% interest available)

****Q: Is it safe to pay online?****

A: Yes, our payment gateway is SSL encrypted and PCI-DSS compliant for maximum security.

Warranty & Returns

****Q: Do all products come with warranty?****

A: Yes, all products come with manufacturer warranty:

- Mobile phones: 12 months
- Laptops: 12-24 months (depends on brand)
- Home appliances: 12-36 months (depends on product)

****Q: What is your return policy?****

A:

- 7-day return for defective products
- Product must be in original condition with packaging
- Return shipping paid by customer unless product is defective
- Refund processed within 7 working days

****Q: Where can I claim warranty?****

A: Contact our customer service at 03-1234-5678 or email support@abcelectronics.com.my

Product Information

****Q: Are your products original?****

A: Yes, 100% authentic products with official warranty from authorized distributors.

****Q: Do you have physical stores?****

A: Yes, we have 5 showrooms:

- Kuala Lumpur - Bukit Bintang
- Petaling Jaya - Paradigm Mall

- Penang - Gurney Plaza
- Johor Bahru - City Square
- Kota Kinabalu - Suria Sabah

****Q: Can I test the product before buying?****

A: Yes, visit any of our showrooms for hands-on experience with our products.

Promotions & Discounts

****Q: Do you have ongoing promotions?****

A: Yes! Check our website for:

- Monthly flash sales
- Clearance sales
- Bundle deals
- Festive promotions (Raya, Chinese New Year, Deepavali)

****Q: How can I get discount vouchers?****

A:

- Subscribe to our newsletter
- Follow our Facebook and Instagram
- Join our loyalty program (ABC Rewards)

Technical Support

****Q: Do you provide installation service?****

A: Yes, for air conditioners, washing machines, and large appliances. Installation fee varies by product.

****Q: Can I get product recommendations?****

A: Absolutely! Chat with our sales team via:

- WhatsApp: +6012-345-6789
- Live chat on website
- Call: 03-1234-5678

****Q: Do you offer tech support after purchase?****

A: Yes, our technical support team is available Mon-Sat, 9AM-6PM.

Store Operating Hours

****Showrooms:****

- Monday - Friday: 10:00 AM - 9:00 PM
- Saturday - Sunday: 10:00 AM - 10:00 PM
- Public Holidays: 10:00 AM - 7:00 PM

****Customer Service Hotline:****

- Monday - Saturday: 9:00 AM - 6:00 PM
- Sunday & Public Holidays: Closed

****Online Store:****

- 24/7 ordering available
- Customer service chat: 9:00 AM - 6:00 PM (Mon-Sat)

Contact Information

****Headquarters:****

ABC Electronics Sdn Bhd

Level 5, Menara ABC

Jalan Bukit Bintang

55100 Kuala Lumpur

****Customer Service:****

- Phone: 03-1234-5678
- WhatsApp: +6012-345-6789
- Email: support@abcelectronics.com.my
- Website: www.abcelectronics.com.my

****Social Media:****

- Facebook: @ABCElectronicsMY
- Instagram: @abcelectronics_my
- TikTok: @abcelectronics

Loyalty Program - ABC Rewards

Membership Tiers

****Silver (Free)****

- Earn 1 point per RM1 spent
- Birthday voucher RM10

- Member-only promotions

****Gold (Spend RM5,000/year)****

- Earn 1.5 points per RM1 spent
- Birthday voucher RM30
- Priority customer service
- Extended warranty +6 months

****Platinum (Spend RM15,000/year)****

- Earn 2 points per RM1 spent
- Birthday voucher RM100
- VIP customer service
- Extended warranty +12 months
- Free installation for large appliances
- Exclusive product launches

How to Redeem Points

- 100 points = RM1 discount
- Redeem online or at showroom
- Points valid for 12 months

Installation & After-Sales Services

Air Conditioner Installation

- Basic installation: RM200
- Includes: Wall bracket, 3-meter piping, electrical work

- Additional piping: RM30/meter
- Booking: 1-3 days advance notice

Washing Machine Installation

- Standard installation: RM50
- Includes: Water inlet, drainage setup
- Same-day or next-day installation available

TV Wall Mounting

- Wall mount bracket: From RM80
- Installation service: RM120
- Includes: Wall mounting, cable management

Bulk Purchase & Corporate Sales

For businesses, offices, and bulk orders:

- Special corporate pricing
- Flexible payment terms
- Free delivery for orders above RM5,000
- Dedicated account manager

Contact our B2B team:

- Email: corporate@abcelectronics.com.my
- Phone: 03-1234-5679

Environmental Commitment

We care about the environment:

- E-waste recycling program
- Trade-in old appliances for discount
- Energy-efficient product recommendations
- Eco-friendly packaging

****Last Updated:**** December 2025

****Version:**** 2.0

For the most current information, visit our website or contact customer service.