

Store Information

- **What are your store hours?** We are open Monday-Saturday from 10 AM to 8 PM, and Sundays from 12 PM to 6 PM.
- **Do you have multiple locations?** We currently have 2 retail locations at Petaling Jaya and 1 at Kajang. Please refer to our website for full address. We also have an online store at custompcshop.com.
- **What are the holiday hours?** We are closed on all public holidays. Please check our website or call ahead to confirm holiday hours.

Purchasing and Shipping

- **Do you offer shipping?** Yes, we offer shipping for all orders. Domestic shipping is free for orders over RM2000.
- **What are the shipping rates and options?** Standard shipping is RM9.99 and arrives in 5-7 business days. Expedited shipping is RM19.99 and arrives in 2-3 business days. We also offer next-day delivery for RM29.99.
- **Do you ship internationally?** At this time, we only ship within the Klang Valley.
- **When will my order ship?** Most in-stock items ship within 1-2 business days. Custom-built PCs may take 5-10 business days to ship.

Returns and Exchanges

- **What is your returns policy?** We offer a 30-day return policy on most items. Items must be in original, unopened condition with all original packaging. Some exclusions may apply.
- **How do I return or exchange an item?** You can initiate a return by contacting our customer service team at 012-3456789 or customersupport@moonarchpc.com. We will provide a return shipping label.
- **Do you charge a restocking fee?** Yes, there is a 15% restocking fee for most returns. Custom-built PCs are excluded from this fee.

Technical Support

- **Do you offer any product warranties?** All custom-built PCs come with a 1-year warranty on parts and labor. Off-the-shelf components may have varying manufacturer warranties.
- **Can I get help troubleshooting an issue?** Absolutely. Our in-house technicians are available to provide technical support. You can reach our support line at 012-3456789 or techsupport@custompcshop.com.
- **Do you offer any extended warranty or protection plans?** Yes, we offer optional extended warranty coverage for an additional fee. This can be added when purchasing a new custom PC.