

Subject: Your order 267441197 has been received
From: ZALORA <order@updates.zalora.com.my>
Date: 17.10.24, 09:44
To: bernd.malle@gmail.com

Asia's leading online fashion, beauty and lifestyle destination

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Thanks for shopping with ZALORA!

Hi Bernd, we have received your order and are getting it ready to be shipped. We will notify you when it's on its way! Your order shall be subject to our [Terms and Conditions](#).

In the event you need to **make amendments to change or cancel your order**, please click [here](#) to find out how. Please note that orders cannot be cancelled once they're packed.

Learn more about your **order statuses** [here](#) and how to track your order once it's shipped [here](#)!

[VIEW ORDER >](#)

Order Number: 267441197

	Item	Delivery	Amt. RM
Natural Moisturizing Factors + HA 100ml Moisturiser	The Ordinary Natural Moisturizing Factors + HA 100ml Moisturiser SKU: CD4A6BE7C64A12GS-066SQJ Size: International 100 ml, White	18Oct - 22Oct	170.00

Qty: 2

Shipping	FREE
Total RM	166.00
Total BND*	54.78
Cashback Redeemed	4.00

**Total BND value is fixed at RM 1 = BND 0.33 but the actual paid amount may vary with your payment method and is subject to your bank's exchange rate.*

Deliver To: Bernd Malle

Delivery Address: Miami Green, Batu Ferringhi, Penang, Malaysia Batu Ferringhi 11100

Payment Method: Adyen_CreditCard

Billing Address: Miami Green, Batu Ferringhi, Penang, Malaysia Batu Ferringhi 11100

Need Help?

1. Why is my order not shipped yet?

If you place an order prior / during a public holiday or peak period, there might be a slight delay before your order is shipped out. Please refer to the above mentioned delivery time frame for when your order will arrive. Note: Items sold by ZALORA may be combined into one parcel, even if they have been placed in separate orders.

2. When am I eligible for free shipping?

Shipping fee waivers and discounts are only applicable if your net order value after returns and cancellations is above the shipping threshold. Check out our [Shipping Fees Policy](#) and [Shipping Fee Waiver Policy](#) for more details.

3. When am I eligible for cashback?

Cancelled, exchanged, and returned items are not eligible for cashback. Any pending cashback value earned on these products will be removed from your cashback wallet as soon as you submit a cancellation or return request.

4. When can I use the cashback I earned from this order?

You can use cashback as soon as you manually confirm the delivery in your cashback wallet, or when the return/exchange period expires and cashback is automatically deposited in your cashback wallet. Note that manually confirmed items are no longer eligible for returns and exchanges. Similarly, you will lose any pending cashback if you decide to cancel, return, or exchange an item. Learn more about cashback [here](#).



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We strive to ensure that all information is reflected accurately in our communication.
In the event of any discrepancies due to system delays, please login to your account or
refer to our website for the most updated information.

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