

## How can I find out whether my order was successfully processed and how can I track the order status?

Customer will receive an Order Confirmation email to their registered email address.

Alternatively, the order status will reflect on 'My Orders' page in PETRONAS Shop website.

Please follow the step below to check order status in 'My Order Page':

1. Open [setel.com/PETRONAS-Shop](http://setel.com/PETRONAS-Shop) on your desktop or mobile browser and logged in to your PETRONAS Shop account to track order.
2. Go to the Account tab (Shown as your name) and select All orders.
3. Select the order you want to track.
4. Click on the order status for more details.
5. In the Shipping section, click on View shipping log.
6. With the shipping log, you are able to check the current status and location of your order.

## Can I cancel my order once the order is submitted?

We regret to inform you that once orders have been successfully submitted, we are unable to process cancellations. However, if you wish to request a return or exchange, please refer to our guidelines here, where you'll find detailed instructions on the process.

## How can I return or exchange my order?

Check your items once they have been delivered. If the items received do not meet your expectations, you may request a return within 14 days.

Please follow the step below for return or exchange process:

1. Choose which items you want to return.
2. Select the reason and attach a photo of the received item.
3. Key in the postcode and select the GDEX drop off point. Then, submit your request.
4. Our team will review your return request.
5. Once your return request is approved, you will need to pay for the return delivery if required.
6. After completing the payment, download the return label and print it. Attach the return label on your parcel and drop off the item at your selected drop off point.
7. You will be able to view the return tracking number after GDEX has received and processed your return items.
8. We will assess your return items upon receiving them. If an exchange is approved, a new Order ID will be created for you to track the order.
9. Done! Just sit back and wait for your return items to be delivered to you.

## What is Pre-Order item and how does a pre-order work?

All pre-order items will be marked "pre-order" and will have a longer shipping at the checkout page. To secure your item, full payment is due at checkout. Kindly allow a maximum of 14 working days for your order to be processed.

## What if I want to purchase a pre-order item together with items that are in stock?

The entire order will be held until the pre-order item has arrived and all the items can be delivered together. If you would like your in-stock purchases to be delivered first, kindly purchase the items separately.

## I've been waiting for too long! Can I cancel my pre-order?

By adding to cart and proceeding with payment, you have agreed to the wait time and our refund policy. In the event we are not able to fulfill your pre-order within the agreed timeline, we will reach out to you to facilitate a refund, accordingly.

## How can I pay for my order?

We accept payments via Online Payments e.g. credit/debit card, online bank transfer, Setel and most of other eWallets in Malaysia. For PETRONAS dealers and staff, we also offer payment option through PETRONAS account deduction.

## What do I earn if I shop at PETRONAS Shop?

Pay with Setel and earn Mesra Rewards points with every purchase, excluding vouchers. The Mesra Rewards points can be used to redeem Mesra rewards such as fuel, vouchers, and more.

## I don't have a Mesra Card, how can I earn Mesra Rewards points for my purchases here?

You may sign up for a Setel account and activate your virtual Mesra card within the app. Once you have done so, pay for your purchase with Setel, and automatically earn Mesra Rewards points with every purchase for selected products.

## Can I redeem my Mesra Reward Points for PETRONAS Shop purchase?

Yes! You can redeem your Mesra Rewards points on the checkout page if you have an account with Setel or PETRONAS Shop. Enjoy RM1.00 discount for every 100 Mesra Rewards points.

The higher your points, the less you pay!

Just follow the step below:

Step 1: Log in with Setel and add products to your cart.

Step 2: Enable 'Redeem Mesra Rewards points' at the checkout page.

Step 3: Click on 'Change' if you want to change your redemption amount.

Step 4: Click 'Redeem' and your total payment amount will be automatically deducted.

Step 5: Enter Setel passcode to complete payment. You will receive order confirmation via email.

\*Please note Mesra Rewards points redemption is applicable on all merchandise except all vouchers and e-tickets.

## What is the maximum amount of Mesra Rewards points that I can redeem per transaction?

You are limited to redeeming 15,000 Mesra Rewards points per transaction.

## Is there an installment payment plan?

Yes, you may select buy now pay later payment option offered by MobyPay upon checkout. You may enjoy 3 months 0% installment with any debit or credit card. To understand further, kindly refer to <INSTALLMENT PLAN>

<https://www.setel.com/PETRONAS-Shop/frequently-asked-questions#installment>

## In the event of a refund, what are the refund methods available?

We provide full and partial refunds in the same payment method you used in your order purchase. At the same time, we will reach out to you to confirm the refund method to proceed with the refund. The available refund methods are Setel wallet, PETRONAS Shop voucher, credit card, and bank transfer.

## How long does it take for the refund to be completed?

A refund would take 3 to 21 working days depending on the confirmed refund method.

- Setel Wallet - 3 to 5 working days
- PETRONAS Shop voucher - 3 to 5 working days
- Credit card & bank transfer - 21 working days

## What is the product range offered by PETRONAS Shop?

We offer a wide range of exclusive PETRONAS merchandise, ranging from apparel such as t-shirts, jerseys, and jackets that come in a wide range of sizes, to accessories such as bags, eyewear, and more. We're continuously introducing new designs, so be sure to always visit us to get your hands on the latest merchandise!

## Can I buy multiple types of products from the shop in one purchase?

Yes, you may purchase multiple items from a wider range of PETRONAS products, all from the PETRONAS Shop.

## Are the items on PETRONAS Shop authentic?

Yes, they're official PETRONAS products.

## What is the PETRONAS Shop?

PETRONAS Shop is a one-stop shop where you can shop for authentic PETRONAS merchandise, vouchers, souvenirs, and more.

## Why is PETRONAS Shop set up on Setel.com?

When you shop at [www.setel.com/PETRONAS-Shop](http://www.setel.com/PETRONAS-Shop), you will be able to enjoy better convenience when you log in with your Setel account, select one-click checkout, pay with Setel, and automatically earn Mesra Rewards points with every purchase for selected products.

## Is PETRONAS Shop and PRYSM the same?

They are different. PETRONAS Shop is your one-stop shop for authentic PETRONAS products. You can find products from brands such as Setel, PRYSM, PETRONAS Twin Towers Gift Shop, and Petrosains. PRYSM is one of the brands that are available on the shop.

## How do I purchase available merchandise in bulk?

You may place your order <Order Page>.

<https://www.setel.com/PETRONAS-Shop/bulk-and-custom-order>

Please follow the step below to complete your order:

If you would like to request for customisation,

1. Fill in your details.
2. Search for your items and add to order. The minimum order quantity is 6 units per item.
3. Choose Yes for design customisation.
4. Upload design or visual for customisation (if you have any).
5. Choose your Expected delivery date.
6. Submit the form by clicking Submit order request.
7. Our professional team will reach out to you soon for further follow-up!

If you don't need customisation,

1. Fill in your details.
2. Search for your items and add to order. The minimum order quantity is 6 units per item.
3. Submit the form and choose Proceed to checkout.
4. Pay online using your preferred payment method.
5. Done! Just sit back and wait for your items to be delivered to you.

## What are the delivery charges?

The shipping fee for all products will be stated on the Cart page under the Summary section.

The shipping fee will be deducted from the total order when you meet the minimum order value requirement.

## How long does the delivery take?

Deliveries usually takes up to 7 business days.

Some of you might experience late shipping delivery due to processing time by warehouse and courier company, distance, weather conditions and failed delivery attempts by the courier company.

## What happens if I am not at the delivery address to receive my order?

If the second (2nd) delivery attempt fails due to:

1. User being unreachable
2. Incorrect/incomplete contact number
3. Incorrect address

We will contact you for details for a final delivery attempt within 5 business days (after the 2nd delivery attempt). After the 5 business days, the parcel will be returned and your order will be refunded.

## Can orders be delivered to overseas addresses?

Currently, orders from PETRONAS Shop are only available for delivery within Malaysia and Singapore.

## I've purchased a pre-order item, when will I know the exact delivery date?

Since pre-order items are not readily available in our keeping, we are not able to guarantee the exact date your item will be shipped. Each pre-order item has an estimated shipping date but this may be subjected to changes without prior notice, some may be due to reasons out of our control (shipping, weather, stock level, etc).

## Do I have to register with PETRONAS Shop to make purchases?

You do not need to register with PETRONAS Shop to make purchases. However, We recommend creating an account or enjoy a seamless shopping experience with your Setel account with our one-click checkout and earn Mesra Rewards points with every purchase for selected products. All PETRONAS staff and dealers also enjoy the best deals when they register as a member with us.

## How will I know if my online registration was successful?

Upon successful registration, you will receive an acknowledgment email with instructions on how you can activate your account.

## I did not receive the acknowledgement email and was not able to activate my account. What should I do?

Please check your Spam or Junk folders as the email may have been sent there. If you are still not able to find it, kindly email at [mesralink@petronas.com](mailto:mesralink@petronas.com) or call 1300-88-8181.

## I have a Setel account. Can I use it to login into PETRONAS Shop?

Yes, You can find PETRONAS Shop on the Setel app. Just open the Setel app and you'll see "PETRONAS Shop" on the app's homepage. Alternatively, you can also shop at [www.setel.com/PETRONAS-Shop](http://www.setel.com/PETRONAS-Shop). Enjoy a seamless payment experience with Setel, try the one-click checkout and earn Mesra Rewards points with every purchase for selected products.

## How do I raise a dispute?

Thank you for reaching out to us regarding your concern. To assist you further with your dispute, we will transfer you to our live agent. They are fully equipped to address your issue and provide the necessary support.

On the other note, you can reach our Customer Service team at 1300-88-8181 or via email at [mesralink@petronas.com](mailto:mesralink@petronas.com)

## Reference

1. Customer Service Email  
[mesralink@petronas.com](mailto:mesralink@petronas.com)
2. Installment Plan  
<https://www.setel.com/PETRONAS-Shop/frequently-asked-questions#installment>
3. Order Page  
<https://www.setel.com/PETRONAS-Shop/bulk-and-custom-order>