

Delivery Terms and Conditions

1. Order Processing

Once BPs order and payment made in eshop, we will check on receipt of the payment before arrange any delivery. Either the payment received on/or before 2.00pm thus the order will be processed on the same business day for arranging for delivery or if payment received after 2.00pm, order will be processed on the next following business day not including weekends, eve of Public Holiday and Public Holiday.

2. Delivery Fees

- Free delivery is offered for orders above SGD 300.
- Standard SGD 12 delivery fees apply if order below SGD 299. (Standard delivery not including Jurong Island, Offshore, CBD areas)

3. Failed Delivery Attempts

In the event that delivery is unsuccessful (due to incorrect address, unable to contact recipient, absence of recipient, etc.), we will attempt to contact the recipient to arrange a new delivery. Additional fees may apply for rescheduled delivery.

4. Delivery Tracking

You will receive a tracking number via email or SMS once your order has been dispatched. Use this tracking number to check the status of your delivery.

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5. Inspection of Goods

Upon delivery, please inspect the items for any incorrect quantity, damage, shortage or defects. If there are any issues, notify our customer service immediately.

6. Delivery Delays & Changes

All the eshop orders will be arranged to be delivered by 3rd party courier service vendor. We will not guarantee that the delivery timing will be accurate thus will be based on 3rd party courier service vendor's schedules and areas.

We are not liable for delivery delays caused by events beyond our control, such as weather, traffic jams & accidents, vehicles broke down, strikes, or other unforeseen circumstances. In the event of such delays, we will notify you and provide an next available of delivery date.

7. Cancellation of Delivery

Orders cannot be cancelled after confirmed and dispatch for delivery. If cancellation occurs after dispatch, the customer may be responsible for return delivery costs and reschedule fee.

8. Contact Information

For any delivery-related inquiries, please contact our customer service at customerservice@totalswiss.com.sg or +65 8308 5856.

Updates to this Terms and Conditions

Last Update: 13 September 2024