

DELIVERY POLICY



Last Updated: 24 June 2026

This Delivery Policy applies to all orders placed through **ardion.co**.

Ardion+ is operated by **Radlab Group Enterprise SA0647264-X**.

By placing an order, you agree to this Delivery Policy together with our Terms & Conditions, Refund, Returns & Cancellation Policy and Privacy Policy.

1. CONTACT DETAILS

For delivery enquiries or order-related support, please contact us at:

Email: hello@ardion.co

Customer Service: +60 11-1196 5056

Please include your name, order number and registered email address when contacting us.

2. DELIVERY COVERAGE

Ardion+ currently delivers within Malaysia only, subject to courier service availability.

This may include:

- Peninsular Malaysia;
- Sabah;
- Sarawak; and
- Labuan.

International delivery is not currently available.

We may limit, suspend or decline delivery to certain locations where courier coverage, delivery conditions, legal restrictions or operational circumstances make delivery unavailable or impractical.

3. ORDER PROCESSING

Orders are generally processed within **[INSERT ORDER PROCESSING TIMEFRAME]** working days after successful payment verification.

Orders placed on weekends or public holidays may be processed on the next working day.

For Monthly Subscription orders, each successful monthly subscription payment creates a new monthly product order. That order will be processed in accordance with this Delivery Policy, subject to stock availability and successful payment.

Order processing may take longer during promotional periods, public holidays, high-volume periods, stock delays, courier disruptions or circumstances beyond our reasonable control.

4. DELIVERY CHARGES

Any applicable delivery charges will be shown before you complete payment.

For One-Time Purchase orders, the delivery charge shown at checkout will apply to that order.

For Monthly Subscription orders, any applicable delivery charge may recur with each successfully processed monthly order. The applicable recurring charge will be shown at checkout and confirmed in the subscription confirmation email.

Delivery charges may vary depending on delivery location, parcel weight, courier service, promotions or other relevant factors.

5. ESTIMATED DELIVERY TIMEFRAMES

Estimated delivery timeframes are as follows:

- Peninsular Malaysia: **[INSERT ESTIMATED DELIVERY TIMEFRAME]**
- Sabah, Sarawak and Labuan: **[INSERT ESTIMATED DELIVERY TIMEFRAME]**

Delivery timeframes are estimates only and begin after the order has been processed and handed to the courier.

Delivery may be affected by:

- courier schedules or operational delays;
- public holidays;
- weather conditions;
- remote-area servicing;
- incorrect or incomplete delivery information;
- customs, regulatory or security checks where applicable;
- logistics disruptions; or
- circumstances beyond our reasonable control.

6. ORDER CONFIRMATION, DISPATCH & TRACKING

Once payment is successful, an order confirmation will be sent to the email address provided during checkout.

Once your order has been dispatched, we will provide tracking details by email where available.

You are responsible for ensuring that the email address and contact details provided during checkout are accurate and accessible.

7. CUSTOMER DELIVERY RESPONSIBILITIES

Customers are responsible for:

- providing a complete and accurate delivery address;
- providing a valid contact number and email address;
- ensuring that someone is available to receive the parcel where required;
- checking tracking updates where available; and
- notifying us promptly if delivery details need to be corrected.

Address changes must be requested before the relevant order enters fulfilment. We cannot guarantee that address changes can be made once an order has been processed for dispatch.

For Monthly Subscription orders, customers should notify us of address changes before the relevant monthly order enters fulfilment.

8. FAILED DELIVERY, RETURN TO SENDER & REDELIVERY

A parcel may be returned to sender where delivery cannot be completed due to:

- an incorrect or incomplete address;
- repeated unsuccessful delivery attempts;
- refusal to accept delivery;
- failure to collect the parcel where collection is required; or
- failure by the customer to respond to courier or Ardion+ communications.

Where a parcel is returned to sender for reasons caused by the customer, we may contact you to confirm the correct delivery details.

You may be required to pay an additional delivery fee before redelivery can be arranged.

If we do not receive a response from you within **seven (7) calendar days** after contacting you, we may treat the order as undeliverable.

Delivery charges may not be refundable where delivery fails due to customer-provided information, non-collection, refusal of delivery or other customer-related reasons, subject to applicable law.

9. DAMAGED, INCORRECT OR DEFECTIVE ITEMS

If your parcel or product appears damaged, incorrect, defective or expired, please notify us within **seven (7) calendar days** of delivery.

Please provide, where reasonably available:

- your order number;
- photographs of the parcel, shipping label and product;
- photographs showing the relevant issue; and

- an unedited unboxing video, where available.

An unboxing video is encouraged because it may help us assess a claim more quickly. However, it is not the only evidence we will consider.

Please keep the parcel, packaging and product until we complete our assessment or provide further instructions.

Do not return any product without written instructions from Ardion+.

Further details are set out in our Refund, Returns & Cancellation Policy.

10. LOST, DELAYED OR UNDELIVERED PARCELS

If tracking shows that your parcel has been delivered but you have not received it, or if your parcel has not moved for an unusually long period, please contact us at hello@ardion.co as soon as possible.

We may need to investigate with the relevant courier or logistics provider before confirming the outcome.

Where an order is confirmed as lost, undelivered or incorrectly handled through no fault of the customer, we will provide an appropriate remedy in accordance with our Refund, Returns & Cancellation Policy and applicable law.

11. MONTHLY SUBSCRIPTION DELIVERIES

Each successful Monthly Subscription payment creates a new monthly product order for delivery to your selected address.

To avoid a future subscription charge and related monthly order, your cancellation request must be received at least **three (3) calendar days before** your next billing date, in accordance with our Terms & Conditions.

If a monthly payment has already been successfully processed and the related order is already being fulfilled, cancellation will take effect from the following billing cycle.

12. THIRD-PARTY COURIERS

Orders are delivered through third-party courier or logistics providers selected by Ardion+ from time to time.

While we rely on these providers to carry out delivery, we will reasonably assist customers with legitimate delivery issues and investigate where appropriate.

Nothing in this Policy excludes any remedy or responsibility that cannot lawfully be excluded.

13. POLICY UPDATES

We may update this Delivery Policy from time to time to reflect changes in courier arrangements, delivery fees, service coverage, operational processes or legal requirements.

The latest version will be published on ardion.co together with its effective date. Changes will generally apply to future orders.

14. CONTACT US

For questions about delivery, tracking or order issues, please contact:

Radlab Group Enterprise SA0647264-X

Email: hello@ardion.co

Customer Service: **+60 11-1196 5056**

Business Address:

SS-02-20, Skypod Square,
Persiaran Puchong Jaya Selatan,
Bandar Puchong,
47100 Puchong, Selangor, Malaysia.