



## Frequently Asked Questions (FAQ)

### Customer Service

#### **General Enquiries**

- How do I set up my web account so I can shop online ?  
Firstly you need to choose our Wellness Representative to register as a Guest Account. Verification link will send to your email address, after verification you can start shop online.
- How can I get my guest ID ?  
Your guest ID will create automatically once you had done registration. It can be found under “Profile Setting” modules.
- How many type of collecting method for product purchased ?  
For your online purchase product, you can choose either delivery or pick up. There will be list of pick up locations; you can choose one which is convenience for you.
- Is there any shipping cost incurred for delivery ?  
The shipping fee is applied and auto calculated based on your shipping address, weight and dimension.
- How will my order be shipped ?  
Deliveries are generally sent by Poslaju (WM & Serawak) and M Xpress (Sabah)
- How long should it take for my order to arrive ?  
In normal situation, it may take 3 to 5 working days for delivery. You may experience some delay due to unforeseen circumstances or during around festive seasons.
- How do I pay for my order ?  
For your convenience, we accept the following forms of payment : Credit /Debit Card (Visa & Master Card) and FPX online payment.
- Can I pay online?  
For every Credit Card/Debit Card or FPX transaction, it occurs within a secure environment with secure encryption to protect your personal data and information from unauthorized access. Rest assured that for every purchase, your information will be

secured. We value your privacy and work hard to ensure that your details are secure and will not be released to any other party.

- How can I check my order status and/or track my parcel?  
Once your order is purchased successfully, you will receive a notification email that contains an order number. You can track your order status by viewing your “Order History” or through your email account as notification order status email will send out to your registered email as well. You may also call K-Link Support Team at -7981 2333 for assistance.

## **Member Modules**

- How to SIGN UP your K-Globallink Account ?  
If you are distributor and do not have K-Globallink account, you need to SIGN UP your account first. Click “SIGN UP” and enter your distributor code, date of birth & sponsor code for validation. Once your distributorship is validated, you need to enter your email address. A verification email will send to your email account, click “Verify Email” (in green button) then confirmation message will appear in your web browser. Now you can start enjoy all features available.
- How can I register new prospect online ?  
If you are existing K-Globallink Distributor, you just need to log in and click “Register Downline” modules then key in all the fields required. A confirmation message will send to your registered email address.
- How do I if forgot K-Globallink login password ?  
Click “Forgot Password” then the system will guide you to key in your registered email address. Look for the verification email in your inbox and click “Reset Password” (in green button) then you need to key in New Password (password must be 8-16 characters long and must contain at least one alphabet, one number, and one special character). A successful message will appear in your web browser. You may also contact K-Globallink Support Team at 03-7981 2333 for assistance.
- How do I if forgot K-Globallink login password & registered email address ?  
You can email to us at [K-GlobalLink@k-link.com](mailto:K-GlobalLink@k-link.com) or you can also call our K-Globallink support team at 03-7981 2333 for assistance.