



Frequently Asked Questions (FAQ)

Customer Service

### **General Enquiries**

How to create an account to shop online?

Firstly you need to choose our Wellness Representative to register as a Guest Account. A verification link will be sent to your email address, after the verification process you can start to shop online.

How to get a guest ID?

Your guest ID will be created automatically once you have completed account registration. It can be found under the “Profile Setting” modules.

How to collect purchased products?

Purchased products can be collected by choosing either delivery or pick up. A list of pick up locations will be available; you can choose the one which is convenient for you.

Is there any shipping cost for delivery?

The shipping fee is applied and auto-calculated based on your shipping address, weight, and dimension.

How will be the parcel delivery process?

Deliveries usually sent by Poslaju (WM & Sarawak) and M Xpress (Sabah)

How long does it take for a parcel to arrive?

Usually, it takes up 3 to 5 working days for delivery. You may experience some delay due to unforeseen circumstances or during 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 an online transaction be trusted?

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 ensures that your details are secured and will not be released to any third parties.

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 order status will be sent to your registered email. You may call K-Link Support Team at -7981 2333 for any assistance.

## **Member Modules**

How to SIGN UP K-Global link Account?

If you are a distributor and do not have a K-Global link account, you will 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 be sent to your email account, click “Verify Email” (green button) then a confirmation message will appear in your web browser. Then you may start to enjoy all the features available.

How to register a new prospect online?

If you are an existing K-Global link Distributor, you need to log in and click “Register Down line” modules then key in all the fields required. A confirmation message will be sent to your registered email address.

How do I retrieve the forgotten K-Global link login password?

Click “Forgot Password” the system will guide you to key in your registered email address. Look for the verification email in your inbox and click “Reset Password” (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 contact K-Global link Support Team at 03-7981 2333 for assistance.

How do I retrieve forgotten K-Global link login password & registered email address?

You can email us at [K-GlobalLink@k-link.com](mailto:K-GlobalLink@k-link.com) or you can call our K-Global link support team at 03-7981 2333 for any assistance.