








FAQ Product : Poslaju Flyers Pack

Bil.	Question/Answer																																				
Q1	What is PosLaju Flyers Pack?																																				
	<p>PosLaju Flyers Pack is a designated packing plastic that has been packed according to few different sizes and quantity and it is saleable to customers.</p> <p>There are 8 types of PosLaju Flyers Pack as follow :</p> <ol style="list-style-type: none"> 1. PosLaju Flyers Pack 10 S 2. PosLaju Flyers Pack 10 M 3. PosLaju Flyers Pack 10 L 4. PosLaju Flyers Pack 10 XL 5. PosLaju Flyers Pack 50 S 6. PosLaju Flyers Pack 50 M 7. PosLaju Flyers Pack 50 L 8. PosLaju Flyers Pack 50 XL 																																				
Q2	What are the sizes and prices for each type of PosLaju Flyers Pack?																																				
	<p>PosLaju Flyers Pack has 4 diferent sizes (S, M, L, XL) and prices are as follow :</p> <table border="1" data-bbox="368 1182 1331 1624"> <thead> <tr> <th>PosLaju Flyers</th> <th>Size</th> <th>Flyer measurement</th> <th>Price</th> </tr> </thead> <tbody> <tr> <td>Pack 10</td> <td>S</td> <td>256 mm x 180 mm</td> <td>RM 2.00</td> </tr> <tr> <td>Pack 10</td> <td>M</td> <td>330 mm x 260 mm</td> <td>RM 3.00</td> </tr> <tr> <td>Pack 10</td> <td>L</td> <td>445 mm x 315 mm</td> <td>RM 4.00</td> </tr> <tr> <td>Pack 10</td> <td>XL</td> <td>525 mm x 390 mm</td> <td>RM 5.50</td> </tr> <tr> <td>Pack 50</td> <td>S</td> <td>256 mm x 180 mm</td> <td>RM 6.00</td> </tr> <tr> <td>Pack 50</td> <td>M</td> <td>330 mm x 260 mm</td> <td>RM 11.00</td> </tr> <tr> <td>Pack 50</td> <td>L</td> <td>445 mm x 315 mm</td> <td>RM 15.00</td> </tr> <tr> <td>Pack 50</td> <td>XL</td> <td>525 mm x 390 mm</td> <td>RM 22.00</td> </tr> </tbody> </table>	PosLaju Flyers	Size	Flyer measurement	Price	Pack 10	S	256 mm x 180 mm	RM 2.00	Pack 10	M	330 mm x 260 mm	RM 3.00	Pack 10	L	445 mm x 315 mm	RM 4.00	Pack 10	XL	525 mm x 390 mm	RM 5.50	Pack 50	S	256 mm x 180 mm	RM 6.00	Pack 50	M	330 mm x 260 mm	RM 11.00	Pack 50	L	445 mm x 315 mm	RM 15.00	Pack 50	XL	525 mm x 390 mm	RM 22.00
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Q3	Where can customer purchase these PosLaju Flyers Packs?																																				
	<p>PosLaju Flyers Pack is available at Pos Malaysia outlets, Pos Mini outlets, PosLaju branches, PosLaju Service Centres, PosLaju Kiosk and PosLaju Authorized Agents.</p>																																				
Q4	How to use PosLaju Flyers Pack?																																				
	<ol style="list-style-type: none"> 1. Purchase PosLaju Flyers Pack at any of the selected sales outlet. Ensure the PosLaju Flyer size and quantity suite for the content and able to support the weight of the content. 																																				

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	<ol style="list-style-type: none"> 2. Place the item in the PosLaju Flyer and seal it tightly. 3. Fill up the shipment slip (Borang Kiriman Domestik) and insert it into the plastic pocket on the PosLaju Flyer. 4. Post the item at the nearest PosLaju outlets or call On Demand Pick-up Hotline 1 300 22 5258 and made payment accordingly.
Q5	Can I return PosLaju Flyers Pack after I had purchased it?
	<p>PosLaju Flyers Pack that had been purchased cannot be returned. However it can be exchanged with new PosLaju Flyers Pack (same price and size) only for certain condition as below:</p> <ol style="list-style-type: none"> 1. Inaccurate quantity of PosLaju Flyer as per labelled. 2. Defective PosLaju Flyer (eg torn, blur) 3. PosLaju Flyers Pack can only be exchanged at PosLaju Branch within 2 days from the purchase date with original receipt. <p>PosLaju will not entertain any request to return or exchange if the above conditions are not complied. PosLaju Flyers Pack can not be exchanged for cash. Therefore, customers are advised to ensure that the size and quantity of PosLaju Flyers are correct at the time of purchase.</p>
Q6	Is volumetric calculation imposed when the item packed with PosLaju Flyers?
	<p>Yes. Calculations based on the volumetric scale applied for any items when one of the sides exceeding 30 cm which may fits in PosLaju Flyer XL. The calculation method is the same as per current practice.</p>
Q7	Can contract customer purchase PosLaju Flyers Pack?
	<p>Yes. However, contract customers are advised to obtain flyers that were reserved for contract customer which stated 'Not For Sale'.</p>
Q8	Is PosLaju Flyers Pack as the same as PosLaju Prepaid?
	<p>Not the same. PosLaju Flyers Packs pricing are not included with the posting price.</p>
Q9	Can I purchase insurance offers by PosLaju when my item has been packed in PosLaju Flyers?
	<p>Yes. Insurance is offered to all PosLaju products.</p>
Q10	Can I claim compensation if the contents appear to be damaged when inserted into the PosLaju Flyers?
	<p>Yes you can. Provided confirmed the damage occurred due to negligence of PosLaju.</p> <p>PosLaju will not be responsible for any damage caused by PosLaju Flyer could not support the weight of the contents. Therefore, it is customer's responsibility to pack the content with proper packaging when the customer found that PosLaju Flyer is inappropriate with the content.</p>

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Q11	Is the handling process for my item will be different should I had used PosLaju Flyer?
	The handling of the item will be as per common practice due to PosLaju Flyer only serves as a packaging medium.
Q12	Can I buy just a piece of PosLaju Flyers?
	Sorry. PosLaju Flyer only available in packs.

<p>PosLaju Flyers Pack 10 S</p> <ul style="list-style-type: none"> • 256 mm x 180 mm • RM 2.00 	
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