

MODERN DESK ACCESSORIES - FREQUENTLY ASKED QUESTIONS

1. What material is used to make these?

Glass Fiber Reinforced Stone (GFRS), an advanced aesthetic cement technology.

2. What can it be used for?

- As a stationary holder e.g. pens, brushes, namecards, etc.
- For miscellaneous use : to put wrapped candies, coins, keys, etc.

3. Is the surface protected with any coating?

Yes, all surfaces are sealed with water repellent impregnator which protects the surface against fungus and stains and is also termite resistant.

4. Is there a discount for bulk orders?

For 10pcs or more - 5% discount off the total bill. For larger quantities, please contact us to enquire more.

5. Can we choose custom colours for the product?

Yes, custom colour is available. Colour chart to follow our available GFRS colour chart.

6. Is there additional price for custom colour?

Yes, an additional 25% on top of the individual unit price.

7. What is the production lead time to make 1 item?

Normally 1 day is required to demould the item from the mould and a further 3-5 days for curing, surface treatment and application of sealer. To increase production per day, we will create more moulds.



- PAYMENT -

1. What payment options do you accept and what are the payment terms?

We accept online bank transfers. Full payment must be made prior to delivery/collection.

2. What happens after I have completed payment online successfully?

After you place an order with us, you'll receive a call to confirm your order, after which we will email you a tax invoice for proof of your purchase. If there is ready stock available, the goods will be packed and sent out for delivery after payment has been received. If ready stock is unavailable, we will manufacture new ones and send them out for delivery once goods are finished and ready.

- SHIPPING -

1. Where is my order?

Once your order has been shipped out, we will send the tracking information to the email you provided through the order form. If you have not received your tracking number, or have any questions, kindly drop us an email info@pioneerprocess.com. Pioneer Process is not responsible for any delay in shipment caused by the courier company.

2. Do you ship overseas?

At present, delivery is only within Malaysia.

3. Can I ship to multiple addresses?

Please state your requirements in the Remarks column of the Order Form. Upon calling you to confirm your order, we will confirm your delivery requirements as well.

4. Are the listed prices including delivery fees?

Listed prices are based on own-collection basis. Prices are not inclusive of delivery fees - additional delivery fees will have to be borne by the customer which will depend on quantity of order and total weight of delivery package.

5. Can I choose to pick up my order in-store?

Yes, sure. While filling up the Order Form, just state 'Own Collection' in the Other Remarks column.

