

Online Shopping Platform – NIShop

Frequently Asked Questions

LOG IN

What is NIShop?

NIShop is an online shopping platform that allows you to purchase Nefful International products online conveniently.

How do I get accessed to NIShop?

You can access to NIShop via the company website or member portal.

PRODUCTS

How do I search for a specific product?

You may search for a specific product or product category by typing the product code or product keyword on the search function found on the top right corner.

Where can I find the product material details?

You may find product material details under Our Products in the company website.

Where can I find product sizing information?

You may find product sizing information under Our Products in the company website.

What is Wish List for?

For products that you are interested in but do not want to purchase yet, you can add them under Wish List by clicking on the heart shape icon.

ORDERS

How do I make an order in another country?

If you have International Sponsorship, you can select the “Country” drop down list on the navigation bar and choose the country you would like to shop in.

How do I add product to my order?

After you have found the product that you want, click on the image and you will be directed to the product details page. Select the color, size and quantity and click “Add to Cart”. You may select multiple products before checking out.

Is there a minimum order value?

There is no minimum order value for purchases, however shipping fees may be incurred for purchase value below HK\$15,000.

I have accidentally selected the wrong item, how can I change or remove the item from the order?

You can click on the shopping cart icon and amend your orders on the cart page by adjusting the quantity or selecting “Remove” to omit item from your shopping cart. Click on “Continue Shopping” to add on more products or “Check Out” to make payment.

Can I check out as a guest without logging in?

You must log in before you can begin online shopping.

How do I cancel my order?

Once the transaction is completed, you will not be able to cancel your order. Kindly approach our Customer Service officer via the following for assistance.

Email : cs@nefful.com.hk

Call-in : +852 2833 5899

Fax : +852 2833 2858

Address: 6th Floor, Energy Plaza, 92 Granville Road, East Tsim Sha Tsui, Kowloon, Hong Kong

How do I exchange products?

Product exchange is allowed only after the transaction is completed. Exchange must be carried out at our office premise within 30 days from the invoice date (including Saturdays, Sundays and public holidays). Kindly approach our Customer Service officer via the following for assistance.

Email : cs@nefful.com.hk

Call-in : +852 2833 5899

Fax : +852 2833 2858

Address: 6th Floor, Energy Plaza, 92 Granville Road, East Tsim Sha Tsui, Kowloon, Hong Kong

How can I be sure my order has been received and processed?

Once your payment is completed, you will receive an email confirmation. You can also track your orders in the member portal under Orders.

Can I change my order at the office before picking up the product?

Once the transaction is completed, you will not be able to change your order online. You will be required to do a product exchange at the office. Kindly approach our Customer Service officer via the following for assistance.

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Where can I find the invoice after I have placed an order?

You can find a copy of the invoice under "Orders" in the member portal.

PAYMENT

Why must I make payment immediately at the checkout?

All payments must be made before we can process the order. We do not accept cash on delivery.

Can I pay my order with 2 different credit cards?

You will not be able to make payment for a single order with 2 different credit cards. You are required to separate your orders if you wish to pay with 2 different credit cards.

What online payment mode do you have?

We only accept credit card payment via Visa, Mastercard or UnionPay.

Why is my credit card not working?

You may have entered incorrect information on your credit card. Please try again. If information is correct but the transaction cannot be processed, please contact the issuing bank for more details.

My credit card was being charged twice on one order, what can I do?

If you find that your credit card was being charged for than once for an order, please contact us as soon as possible via phone or email. We will facilitate on the order.

My credit card has deducted the amount of my order but I did not receive any order confirmation, what can I do?

If you did not receive any order confirmation, you can check the status under Orders in the member portal. If no information is being updated, please contact our Customer Service officer for assistance.

SHIPPING & DELIVERY

How much is the shipping fee?

The shipping cost is HK\$160 per order, HK\$80 surcharge will be applied for remote area. Additional shipping fee may be incurred for purchases of detergent.

When will my order be shipped out?

Once the payment is successful, the order will generally take 3 working days to process. You may track the shipping status under your member portal. If you have selected for self-collection, you may visit the office on the 2nd working day of your order to collect your item(s).

Which country do you ship to?

We do not do overseas shipping. You can place orders with the Nefful International offices in other countries but will be required to provide a local shipping address.

How to track my order?

You can track your order under "Orders" in the member portal.

I have not received my order, what could have happened?

The order typically gets delivered within 5 working days after order is processed. If you have not received your order, please contact our Customer Service officer for assistance.

Can I change my order the mode of delivery after I have made payment?

Please contact our Customer Service officer for assistance.

I would like to save on shipping fees, can I combine the delivery of different orders?

Shipping fees will be calculated based on per transaction, delivery for purchases made through NIShop are not allowed to be combined.

My item is defective when I received it, how can I do the exchange?

You can bring your parcel and the invoice to the Nefful Hong Kong office within 5 days, our Customer Service Officer will assist you on the exchange.

SELF-COLLECTION

Can I assign other people to collect my order?

You may assign other people to collect your order. The authorized person must present the order confirmation and an authorized letter from you to collect the order on behalf.

Can I collect/receive my order on the same day I place the order?

We are sorry to inform that we are unable to process/ship out your order on the same order day. If you wish to receive the products on the same day, it is advisable to visit our office physically to make the purchase.

RETURNS

What do I do if the products I have purchased online is incorrect?

You can bring your parcel and invoice to the Nefful Hong Kong office during working hours, our Customer Service Officer will assist you on the exchange.

OTHERS

Still Have Questions? Please contact our Customer Service Team:

Email : cs@nefful.com.hk

Call-in : +852 2833 5899

Fax : +852 2833 2858

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