

# B2B form landing page FAQ

## FAQ for B2B Bulk /Custom purchases

QUESTION	ANSWER
What is a bulk purchase?	<p>A bulk purchase is when a customer purchases a product at a minimum of 6 units.</p> <p>For t-shirts/apparel, sizes can be combined to enjoy the bulk price.</p> <p>*There is no bulk price for PETRONAS Corporate items.</p>
What is the estimated delivery time for bulk purchases?	<p>The delivery will take 2 - 5 business days after payment is made.</p>
What is a custom purchase?	<p>A custom purchase is when additional changes are needed for a product. We have 2 types of custom purchases, ready stock custom purchases and bespoke custom purchases.</p> <ol style="list-style-type: none"><li>1. A ready stock custom purchase is when a customer would like to add additional wording/logo printing onto an existing PETRONAS Shop product. *Not all products listed in PETRONAS Shop are available for custom printing.</li><li>2. A bespoke custom purchase is when a customer would like to produce/design a new product using their own design onto a product that is NOT listed in the PETRONAS Shop.</li></ol>
Can I customise PETRONAS Corporate merchandise?	<p>No customisation is allowed for PETRONAS Corporate merchandise.</p>
Is there a minimum order quantity (MOQ) for custom purchases?	<p>Yes.</p> <ol style="list-style-type: none"><li>1. Ready stock custom: 50 pieces</li><li>2. Bespoke custom: 100 pieces</li></ol>
How can I place my customization order?	<ul style="list-style-type: none"><li>• You can refer to <a href="http://setel.com/PETRONAS-Shop/articles/bulk-and-custom-purchase-guide">http://setel.com/PETRONAS-Shop/articles/bulk-and-custom-purchase-guide</a> for customisation orders.<ul style="list-style-type: none"><li>◦ &lt;link to the b2b landing/ order form page still WIP&gt;</li></ul></li></ul>
How do I make payments for bulk or custom purchases?	<p>For non-PETRONAS staff, we only accept bank transfers to Setel Express Sdn Bhd's CIMB account at <b>8605160700</b>.</p> <p>For PETRONAS staff, you can make payment via</p> <ol style="list-style-type: none"><li>1. back charge via Purchase Request (PR) on SmartGEP.</li><li>2. back charge via Cost Centre on Process Director, PD (only applicable for OPUs not onboarded on SmartGEP system).</li><li>3. back charge to the project code. Kindly email to <a href="mailto:b2b-petronas-shop@setel.com">b2b-petronas-shop@setel.com</a>.</li></ol>

<p>How long does it take for a custom purchase?</p>	<p>The timeline varies for different orders as every order comes with its own complexities. However, on average;</p> <ul style="list-style-type: none"> <li>• Ready Stock custom orders take about 10 to 15 business days upon confirmation of the order.</li> <li>• Bespoke custom orders take 15 to 45 business days upon confirmation of the order.</li> </ul>
<p>Can my custom design include any PETRONAS product logo/ branding (i.e., PETRONAS logo, PETRONAS product or affiliated logo)?</p>	<p>For every design that includes PETRONAS oil drop and word logo, the PETRONAS Shop team will require an approval email from PETRONAS Strategic Communications department.</p>
<p>Can I refund or exchange my bulk order?</p>	<p>No, once an order is confirmed there will be no refunds/ exchange.</p>
<p>Will there be delivery charges for bulk orders?</p>	<p>Delivery charge varies according to the following circumstances:</p> <ol style="list-style-type: none"> <li>1. For Ready Stock custom items, there is free delivery with minimum orders of 10 pieces and above.</li> <li>2. For Bespoke custom items, delivery will be charged according to weight and location.</li> <li>3. For Corporate merchandise, delivery will be charged according to weight and location.</li> <li>4. Any international delivery will incur delivery charges and the recipients will be responsible for customs tax and duty fees.</li> </ol>
<p>Who should I reach out to regarding bulk or customisation requests?</p>	<p>You may reach out to our team via email at <a href="mailto:b2b-petronas-shop@setel.com">b2b-petronas-shop@setel.com</a>.</p>
<p>How long does it take for PETRONAS Shop to respond?</p>	<p>Our business hours are from Monday to Friday excluding public holidays. We will respond within 24-48 hours during business hours.</p>