

## PETRONAS Shop B2B bulk purchase FAQ

Question	Answer
What is a bulk purchase?	A bulk purchase is when a customer purchases a product at a minimum of 6 units. For t-shirts/apparel, sizes can be combined to enjoy the bulk price. *There is no bulk price for PETRONAS Corporate items.
What is the estimated delivery time for bulk purchases?	The delivery will take 2 - 5 business days after payment is made.
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?	No customisation is allowed for PETRONAS Corporate merchandise.
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</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:b2bpetronasshop@petronas.com.my">b2bpetronasshop@petronas.com.my</a>.</li></ol>
How long does it take for a custom purchase?	<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></ul>

	<ul style="list-style-type: none"> <li>Bespoke custom orders take 15 to 45 business days upon confirmation of the order.</li> </ul>
Can my custom design include any PETRONAS product logo/ branding (i.e., PETRONAS logo, PETRONAS product or affiliated logo)?	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.
Can I refund or exchange my bulk order?	No, once an order is confirmed there will be no refunds/ exchange.
Will there be delivery charges for bulk orders?	<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>
Who should I reach out to regarding bulk or customisation requests?	You may reach out to our team via email at <a href="mailto:b2bpetronasshop@petronas.com.my">b2bpetronasshop@petronas.com.my</a> .
How long does it take for PETRONAS Shop to respond?	Our business hours are from Monday to Friday excluding public holidays. We will respond within 24-48 hours during business hours.