

TERMS AND CONDITIONS FOR E-COMMERCE 2025

Welcome to SAC ARMS Official Online Shop!

By accessing and purchasing from this website (the "Site"), you agree to comply with and be bound by the following Terms and Conditions ("Terms"). Please read them carefully. If you do not agree with these Terms, you must not use this Site.

1. PRODUCTS & ORDERS

- All product images and descriptions are for illustration purposes. Actual product color may vary slightly different.
- It is your responsibility to ensure that items ordered are suitable for your needs (e.g. compatible with your firearms).
- Once an order is confirmed, it cannot be modified or cancelled.

2. PRICES & PAYMENTS

- All prices are in Malaysia Ringgit (MYR) and are exclusive of shipping.
- We reserve the right to change prices at any time without prior notice.
- Payment must be made in full before we ship your order.

3. SHIPPING & DELIVERY

- Orders are processed within 1–2 working days (excluding weekends and public holidays).
- Estimated delivery time depends on your location and courier efficiency.
- We are not responsible for delays caused by couriers or incorrect shipping details (Please ensure you fill up your shipping details correctly)

4. RETURNS & EXCHANGES

- We do not offer returns, refunds and exchange unless the item is defective due to a manufacturer issue.
- Please contact us within 7 days of receiving the product if there is a problem.

REFUND AND RETURN POLICIES

- **IMPORTANT ORDER NOTICE**

Please ensure that all items ordered are correct and suitable for your firearms model/calibre before placing your order. We will not be responsible for incorrect orders made by the customer, including items that are not compatible with your firearm. If you're unsure about compatibility, feel free to contact us before ordering.

- **REFUND AND RETURN POLICIES**

Please note that all sales are final.

We do not offer returns, exchanges, or refunds under any circumstances, except for a manufacturer defect Item only except for exchange.

Exchange for manufacturer defect items must be in original condition, unused or not defective merchandise caused by the buyer (e.g., mishandling, misuse, or accidental damage). Exchange is strictly subject to stocks availability. Any item returned must be returned in their original packaging.

If your item arrives damaged due to a manufacturer defect, please contact us within 7 days of receiving your order. We will gladly offer a replacement but subject to stocks availability. To process your request, kindly provide us your order number, Clear photos of the defect and email us at sales@sacarms.com or WhatsApp us at <https://wa.me/60125217869>

- **DELIVERY METHODS AND TIMING**

STANDARD DELIVERY

We will process all orders within 1-2 working days (excluding weekends and public holidays).

WEST MALAYSIA: 3–4 WORKING DAYS

EAST MALAYSIA (SABAH & SARAWAK): 3–14 WORKING DAYS

A tracking number will be provided via email or WhatsApp once your parcel is shipped.

Note: Delivery times are estimates and may vary due to courier delays, festive seasons, or public holidays.

SELF-PICKUP OR IN-STORE COLLECTION (IF APPLICABLE)

By Appointment Only

OUR STORE ADDRESS AS BELOW;

WEST MALAYSIA

KLANG VALLEY : K2 AND K3, CONNAUGHT AVENUE, JALAN 9, TAMAN BUKIT CHERAS, 56000 KUALA LUMPUR

EAST MALAYSIA

SABAH : LOT 4, GROUND FLOOR, BLOCK J PHASE 2A, ASIA CITY 88000 JALAN SINGGAH MATA, KOTA KINABALU, SABAH

SARAWAK : NO 188, JALAN NYIUR, OFF JALAN TABUAN, 93200 KUCHING, SARAWAK