

Items for "dine-in only", "pre-order", "seasonal"

"Dine-in only"

- Items only served in cafe.
- You can ask for pre-order or reserved via WhatsApp us.

"Pre-order"

- Item: Matcha roll and Desert storm roll have to pre-order before 2days. Freshly made.

Any special request please contact us piupiupiubar@gmail.com or WhatsApp us immediately after ordering. Eg: less sweet / no sugar

"Seasonal item"

- Happy combo only available on selective Friday, Saturday and Sunday.
- Cake selections are different every week. Please contact us for any enquiries. Eg: cake of the day / whole cake ordering

Select **correct** pick-up / shipping method.

For the items under "Online Menu" please choose **pick-up or Grab/Lalamove service.**

For the items under "Online Shop" please choose **pick-up / Grab/Lalamove service or EasyParcel Shipping.**

Pick Up or Grab/Lalamove Delivery Service

(option 1) Customers arrange the delivery service themselves.

- Grab/Lalamove pick-up (delivery fees RM0.00)
- Customers self-pick up (delivery fees RM0.00)
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(option 2) We arrange delivery service to you. For the delivery fees, we will charge according to the Grab/Lalamove Apps. We will contact you and send you the amount (pay separately).

Please contact us via Whatsapp to inform your pick up date, time and location.

When will "Online Shop" items be shipped?

We will ship within 5days after receiving your orders. Please note that shipping may be delayed due to Piu Piu Piu store closed or the circumstances of the delivery company. In addition, our store closed on every Monday and the delivery companies are also closed on weekend and public holidays.

Why I haven't received the confirmation email after ordering?

Please check if it is sorted to the junk mail folder. If you still do not receive it, it is possible that your order has not been completed correctly, or that the email address you used when placing your order was incorrect. Please contact us at piupiubar@gmail.com for any enquiries.

I placed the order in two parts, can you ship it in one package? I entered the wrong address?

Due to the system, we cannot changes the order details. Please contact piupiubar@gmail.com or WhatsApp us **IMMEDIATELY**. If it is after shipping (wrong address), please contact the **shipping company** to arrange the actual address.

Do you ship internationally?

The system does not support it, so we will support it individually. If you would like an overseas shipping address, please contact piupiubar@gmail.com with your desired product and shipping address.

Can I return or exchange the item I received?

Basically, we cannot accept returns or exchanges of products. However, if there is any **defect or damage**, please contact us piupiubar@gmail.com **within 7 days** after the item arrived. Please note that we will not be able to respond **after 7 days**.

We cannot accept returns of products that have been soiled or damaged by the customer.

Can we rent for the space for event or shooting?

Yes.

We did advertising video shoot, magazine photo shoot, wedding event and so on.

Please contact us or send us your proposal piupiupiubar@gmail.com for the discussion.

Do you love to collaboration?

Yes.

- Merchandise branding collaboration
- Pop-up events/activities at Piu Piu Piu
- Inviting us to pop-up at your space/event

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