

FAQs – Delivery

How do we ensure your purchased goods are delivered in good condition?

All our products are stored in tight temperature-controlled freezing facilities before delivery. A specially designed insulated bag is used when delivering your goods to ensure the products' temperatures are kept at its optimal level.

What is the duration it takes for Kawan to deliver my order?

Standard Delivery : 1- 3 working days (Free delivery is provided with purchased value of RM 80 and above- Klang Valley, RM 150 and above – Penang & Johor)

Express Delivery : Currently not available yet. However, if you require your order urgently, do drop us a message

Wholesale Delivery : 1- 5 working days (Free delivery is provided for purchased value RM 300 and above)

Johor Delivery Coverage Information

For LOOSE PACKETS, we DO NOT DELIVER to the following areas in Johor: Nusajaya (79000 to 79990), Kulai (81000), Sedenak (81010), Air Bemban (81020), Sawit (81030), Lktp Bukit Ramun (81040), Felda Pasir Raja (81050), Taman Pulai Emas (81110), Gelang Patah (81120, 81140), Ulu Choh (81150), Parit Mislam (81160), Senai (81400), Bandar Tenggara (81440), Kampung Rantau Panjang (81450), Pekan Nanas (81500), Larkin (81550), Batu Layar (81600), Kampung Sungai Kapal (81610), Sungai Rengit (81620), Pasir Gudang (81700), Ulu Tiram (81820), Layang Layang (81850), Bandar Sri Perani (81900), Pekan Tanjung Sedili (81910), Ayer Tawar (81920), Bandar Mas (81930), Telok Sengat (81940), Pontian (82000), Parit Sikom (82010), Kampung Serkat (82030), Ayer Baloi (82100), Benut (82200), Parit Betak (82210), Kukup (82300), Batu Pahat

(83000, 83007, 83009), Simpang Lima (83020), Minyak Beku (83030), Sungai Suloh (83040), Tongkang Pecah (83010), Rengit (83100), Sri Merlong (83110), Senggarang (83200, 83210), Sri Gading (83300), Air Puteh (83400), Parit Sulong (83500, 84050), Semerah (83600), Yong Peng (83700, 83720), Parit Yaani (83710), Muar (84000, 84007, 84009), Parit Bakar (84010), Sangil (84020), Durian Condong Bukit Kepong (84030), Kg Kenengan Tun Dr Ismail (84100), Bukit Mor (84150), Parit Jawa (84160), Bakri (84200), Bukit Pasir (84300), Serom (84400, 84410), Panchor (84500), Pagoh (84600), Bukit Gambir (84700), Kundang Ulu (84710), Bandar Bukit Gambir (84800), Bandar Baru Tangkak (84900), Segamat (85000, 85007, 85009), Buloh Kasap (85010), Tenang (85030), Batu Anam (85100), Jementah (85200), Labis (85300), Chaah (85400), Kluang (86000, 86007, 86009), Ayer Hitam (86100), Simpang Renggam (86200), Bandar Renggam (86300), Parit Raja (86400), Bekok (86500), Paloh (86600), Kahang (86700), Mersing (86800, 86810), Endau (86900)

For CARTONS, we only deliver a minimum of RM300 to Pontian and Johor Bahru.

Penang Delivery Coverage Information

For loose packets, we DO NOT DELIVER to the following areas in Penang: Taman Selayang Indah (13020), Butterworth (13050), Penaga (13100, 13110), Kepala Batas (13200, 13210, 13220), Tasek Gelugor (13300, 13310), Simpang Ampat (14100, 14101, 14110, 14120), Sg Jawi (14200), Nibong Tebal (14300, 14310, 14320), Kubang Semang (14400).

For CARTONS, we only deliver a minimum of RM150 to the following postcodes: 11600, 11900, 10250, 10350, 10450, 10470, 11060, 11400, 11500, 11700, 13800, 13400, 14000.

If your area does not fall within our delivery coverage, please let us know so we can try to arrange a delivery for you.

Please note that delivery time may be extended during peak periods. We will notify you should there be any delay in the processing of your order. Thanks for being patient with us!

At what time should I expect my delivery?

You may choose your preferred delivery time upon check out; we will do our best to deliver at your selected preferred time. Our delivery team will also contact you before delivery.

I was away at the time when the goods were delivered to me, what should I do?

It's advisable that you be available at your chosen preferred delivery time. Our delivery personnel will attempt 3 calls to you, goods will be returned to warehouse if you fail to answer or accept the delivery after these attempts. Re-delivery can be arranged at extra charges.

I have yet to received my order within the delivery time stated above, what can I do?

Please contact us at info@kawanfood.my or click [\[HERE\]](#) with your order number. Our customer service is glad to help you.