



OUR ORDERING PROCESS

Ordering

- Place your orders online through our website www.makanmalaysia.co.uk/shop
- We have a minimum order of £25 for food. This is to ensure that the packages are full and can be kept at the perfect temperature so they are delivered safe and cool
- No minimum order for Sambal jars, Ikan bilis, Masak bundle & gifts

Delivery

- We process orders twice a week, on Monday for delivery on Wednesday and Wednesday for delivery on Friday
- Your food is delivered cold and needs to be kept in the fridge or freezer, so please unpack immediately and store appropriately
- Delivery to the UK only
- **Postage for food orders is £6.99** and delivered via dedicated courier. They will email you a time slot for delivery, please be there to receive it!
- **Postage for dry goods - Sambal, Ikan Bilis & Gifts - is £3.50** and sent via Royal Mail. You will get a tracking number for this
- **Free delivery on orders over £60**

Packaging

We want to make sure that we operate as green as possible, so our packaging is made from 100% recyclable and reusable products:

- Outer parcel: cardboard
- Insulation: paper (this took us a looooong time to research, there were many great wool options but we knew that our vegan friends wouldn't be happy with this)
- Vac pack bags: 100% plastic free and compostable, made from paper, eucalyptus fibre, cassava and corn starch
- Filler: Old magazines, newspaper and packaging

Please reuse & recycle!