

Re:Social Store FAQ

1. What is Re:Social?

Re:Social is your one-stop destination for all your local spirits! Ordering our 100% original & authentic wine & spirits are now simpler than ever. You can get bottles/packages delivered directly to you in Klang Valley, Johor, Penang, Perak, Pahang, and Melaka.

2. How do I purchase a bottle?

To purchase, follow these simple steps:

1. Choose from a variety of bottles/packages.
2. Checkout via GrabPay, Credit Card, FPX online banking, and Bank Transfer.
3. We will deliver right to your doorstep.

3. Are there any delivery charges when I order online?

For purchases below RM350, there will be a delivery fee which will vary based on the area selected during checkout. For purchases above RM350 with a promotion code, RM5 - RM10 will be deducted from the delivery fee which will vary based on the area selected during checkout. For purchases above RM1000, delivery is FREE.

4. Are there any delivery charges when I pick-up?

Currently, we do not accept pick-up due to the current MCO restrictions, and your safety is our utmost priority. Stay home, stay safe.

5. When is the operating hour?

Our delivery services are available from 11am - 7pm, Monday to Saturday EXCEPT for Sunday and Public Holidays. All orders placed on Sunday or Public Holidays will be processed on the next business day.

6. Can I place an order before the store is open?

Yes, you can! Order will be processed from 11am - 7pm, Monday to Saturday EXCEPT for Sunday and Public Holidays.

7. How soon can I get my bottles/packages?

Within 7 Working Days.

8. Can I make changes or cancel my order after placing an order?

Yes, you may. You may change or cancel your order. All you have to do is message your details to the provided contact number from your Order Confirmation email, and we will proceed accordingly.

9. How do I place an order with multiple shipping addresses?

Currently, we cannot send orders to different locations in a single transaction. If you are ordering products to send to different shipping addresses, we recommend placing separate orders for each location.

10. How will I know if Re:Social has received my order?

We will send you an email to confirm your order once you had placed your order.

11. How can I check my order and delivery status?

You may track your order status from “My Purchase History” (the profile icon on our homepage). Please make sure you are ready to receive your order.

12. What if my bottle is damaged when I receive it?

If your bottle that arrives appears to be damaged, send a photo of the defect via WhatsApp to the contact number provided from your Order Confirmation email, and we will refund or send you a new order. You can return the damaged order to the delivery rider once we deliver your new order.

13. What do I do if I received the wrong bottle?

Snap a photo and message to the provided contact number from your Order Confirmation email immediately before opening the bottle, and we will send you the correct one. You can return the wrong order to the delivery rider once we deliver your new order.

14. If I am having difficulties placing an order or have questions regarding my order, who can I contact?

You can message us via WhatsApp (+6010-2263227). We will respond to all enquiries during the business operating hours (11am - 7pm, Monday to Saturday).

15. Which areas are covered for delivery?

Currently, our delivery option is only available in Klang Valley, Johor, Penang, Perak, Pahang and Melaka.

16. How many % of alcohol is in the spirits?

We currently offer bottles/packages made from different brands. We recommend you check each product description for the exact alcohol %.

17. Can I order the spirits if I am below 21 years old?

Re:Social is intended only for non-Muslim adults of the legal drinking age in Malaysia (21 years old or older). Please drink responsibly and do not drink & drive.

18. How will Re:Social use my personal information, will you share with third parties?

No, we take data privacy seriously, and we will never share it with any third party. We will collect your information for delivery service only.