



HappyK Delivery and Collection Policy

1. We provide FREE delivery island-wide (within the main island of Singapore only) to your doorstep on your selected “Delivery Date”, between 6.00pm to 11.00pm.
2. We provide FREE collection island-wide (within the main island of Singapore only) from your doorstep on your selected “Collection Date”, between 6.00pm to 11.00pm.
3. Our FREE delivery and FREE collection timings are FIXED on Monday or Thursday, between 6.00pm to 11.00pm, regardless of public holidays. (Unless otherwise communicated)

“Delivery Date” / “Collection Date”	Free Delivery Timings	Free Collection Timings
Monday	6.00pm – 11.00pm	6.00pm – 11.00pm
Thursday	6.00pm – 11.00pm	6.00pm – 11.00pm

4. During inclement weather, traffic congestion, extremely high volume or other unforeseen circumstances, deliveries and collections may take longer than expected or may temporarily be unavailable. If any of such circumstance arises, our friendly staff will contact you via your contact number submitted to update you with the relevant details.
5. We only deliver to and allow collections from complete, valid, and permanent addresses. The onus is on you to provide the complete, valid, and permanent address. A valid address comprises of a house no. + street name + unit number (if applicable) and postal code.
6. Any requests to change the delivery details, such as (i) address, (ii) timings, must be submitted before your selected “Delivery Date”. After which there will be a charge of SGD\$10.00 to factor for administrative and logistical costs. Requests to change the delivery details will only be accepted before delivery service has been dispatched.
7. Any requests to change the collection details, such as (i) address, (ii) timings, must be submitted before your selected “Collection Date”. After which there will be a charge of SGD\$10.00 to factor for administrative and logistical costs. Requests to change the collection details will only be accepted before collection service has been dispatched.
8. We will not be responsible for any unsuccessful or failed deliveries if you are not at the “Delivery Address” during the stipulated delivery timeframe. The onus is on you to ensure that you or an authorized representative will be at the “Delivery Address” during the stipulated delivery timeframe.
9. In the event of an unsuccessful or failed delivery due to reasons caused by you. We will contact you via, among others, call or message, or email, to inform of the unsuccessful delivery and next steps. In such cases, we reserve the right to cancel the Order without refund or remedy to you.
10. Our delivery service personnel will only be responsible for delivering your Order and will not go through the contents of the Order with you. Upon receipt of your Order, if you



discover that there are issues with your Order (e.g. wrong order, defective order, or missing items) please immediately contact customer support via the “Contact Us” available on the website, text / call / WhatsApp us at +65 8922 9134 or +65 8768 1334 or drop us an email at hello@happyk.co.

11. We will not be responsible for any unsuccessful or failed collections if you are not at the “Collection Address” during the stipulated collection timeframe. The onus is on you to ensure that you or an authorized representative will be at the “Collection Address” during the stipulated collection timeframe.
12. In the event of an unsuccessful or failed collection due reasons caused by you. We will contact you via, among others, call or message, or email, to inform of the unsuccessful collection and next steps. In such cases, we reserve the right to charge an administrative and logistical fee of S\$30.00 and S\$100.00 for each day of non-return of the Order following the expiry of the “Collection Date”.
13. Our collection service personnel will only be responsible for collecting your Order and will not go through the contents of the Order with you. Before return of your Order, if you discover that there are issues with your Order (e.g. damaged items, or missing items) please immediately contact customer support via the “Contact Us” available on the website, text / call / WhatsApp us at +65 8922 9134 or +65 8768 1334 or drop us an email at hello@happyk.co.
14. In the event of a successful collection and item(s) are found to be omitted but still within your possession. We will contact you via, among others, call or message, or email, to inform of the omitted item(s) and next steps. In such cases, we reserve the right to charge a retrieval fee of SGD\$30.00.
15. We aim to service as many places as possible. However due to restrictions and limitations placed by certain institutions and organisations, we are sorry to share that we are not able to make deliveries to and perform collections from these areas in Singapore.
 - Jurong Island
 - Tuas Link
 - Changi Cargo
 - Country Clubs
 - Army Camps
 - Seletar Aerospace
 - Off-shore Islands such as Pulau Ubin
 - Turf Club Avenue
 - Sentosa
 - Singapore Prison Quarters
 - Airbase sites
 - SATS Inflight Catering Centre 1
 - ST Kinetics
 - Shipyards
 - Hospitals
 - Powergrid



- Airport Boulevard, and all airport areas including areas within Changi Airport and Seletar Airport

16. Below contains a detailed list of places and postal codes that we currently do not service.

Postal Code	Location/Building/Area
098269	Resort World at Sentosa
098322	85,BRANI TERMINAL AVENUE
098323	81,BRANI TERMINAL AVENUE
098324	2,BRANI TERMINAL AVENUE
098325	89,BRANI TERMINAL AVENUE
099958	Resort World at Sentosa (OFFICE)
109680	Central Manpower Base (CMPB)
117536	Power Grid
117605	Stockport Road
117630	Tanjong Berlayer Camp
129817	Clementi Camp
139302	Ayer Raja Camp
149051	Special Operation Command
149373	Queenstown Remand Centre
178880	Parliament House
248843	Tanglin Camp
367833	Mount Vernon Camp
397970	Guillemard Camp
417902	Kaki Bukit Prison School
465556	Bedok Camp
478937	Singapore Prisons Quarters
498760	Changi Exhibition Centre (Airbase)
498761	Changi Exhibition Centre (Airbase)
498802	1 Changi North Way
498819	Changi Naval Base
498834	Tanah Merah Prison
499611	8 Changi North Way
506969	Changi Prison Complex Cluster B
507087	Selarang Camp



507709	Changi Prison Complex Cluster A
508487	Hendon Camp
509863	Changi Airbase
509927	Trent Engine Overhaul Complex
509928	SIA Engine Test Centre
509932	Trent Engine Overhaul Complex
528765	21 Tampines North Drive 2
534257	Paya Lebar Airbase
567754	Amoy Quee Camp
596302	Maju Camp
596472	Police KINS Training Camp
609271	ASL Shipyard
609273	PPL Shipyard
609278	Shell
609412	Vobak Building
609831	Caltex Jalan Buroh 1 Service Centre
619110	Jurong Port
619523	ST Kinetics
628054	29, Tanjong Kling
628398	Tuas Naval Base
628439	Tanjung Gul Camp
629122	Jurong Shipyard
629351	50, Gul Road
629353	Keppel Shipyard (Gul)
629888	Keppel Shipyard
637559	Pasir Laba Camp
637607	Tuas Power Station
638357	Jurong Camp I
638361	Jurong Camp II
638364	SAFTI Military Institute
638501	ST Marine
638709	15, Tuas Crescent
638717	23, Tuas Crescent
667988	Bukit Gombak Camp



669638	Hillview Camp
669642	Gombak Base HQ
669644	Gombak Base
669645	Ministry of Defence
669646	Bukit Panjang Camp
688255	Mowbray Camp
688256	Kranji Camp
688793	Stagmont Camp
689953	Keat Hong Camp II
689954	Keat Hong Camp
698956	Tengah Air Base
708972	Murai Camp
708976	Lim Chu Kang Camp II
718919	Sungei Gedong Camp
729753	Mandai Camp
729754	Mandai Camp II
729756	Mandai Hill Camp
738103	Woodland Check Point
738203	Woodland Check Point
738406	Woodlands Industrial Park D
738700	Woodland Check Point
757618	Sembawang Camp
757621	Chong Pang Camp
757752	Sembawang Airbase
757753	Khatib Camp
757758	Dieppe Barracks
758103	Senoko Power Station
759907	Senoko Incineration Plant
759945	Admiralty West Prison
759956	Sembawang Shipyard
759956	Sembawang Wharf
759957	Sembawang Prison
769194	4 Lorong Chencharu
778895	Nee Soon Camp



778900	Nee Soon Camp (Leo North)
779914	Nee Soon Camp (SCDF)
797792	Seletar Airport Passenger Terminal
797809	Seletar Airport
819658	Changi International Airport Services
819659	SATS Inflight Catering Centre 1
WHOLE AREA	KHUSU ISLAND
WHOLE AREA	ST. JOHN'S ISLAND
WHOLE AREA	PULAU UBIN
WHOLE AREA	PULAU TEKONG
WHOLE AREA	RIFLE RANGE COMPOUND
WHOLE AREA	SELETAR AEROSPACE
WHOLE AREA	WEST CAMP ROAD
WHOLE AREA	AIRPORT CARGO ROAD
WHOLE AREA	ALPS AVENUE
WHOLE AREA	AIRLINE ROAD
WHOLE AREA	TURF CLUB AVENUE
169608	Singapore General Hospital
119074	National University Hospital
308433	Tan Tock Seng Hospital
159964	Alexandra Hospital
529889	Changi General Hospital
258500	Gleneagles Hospital
574623	Mount Alvernia Hospital
427990	Parkway East Hospital
188770	Raffles Hospital
768828	Khoo Teck Puat Hospital
229899	KK Women's and Children's Hospital
228510	Mt Elizabeth Hospital