



afflora.co

# afflora

# User Guide



—— *Easy guide for first-time e-commerce customers*

Prepared by: First Grade IT Team

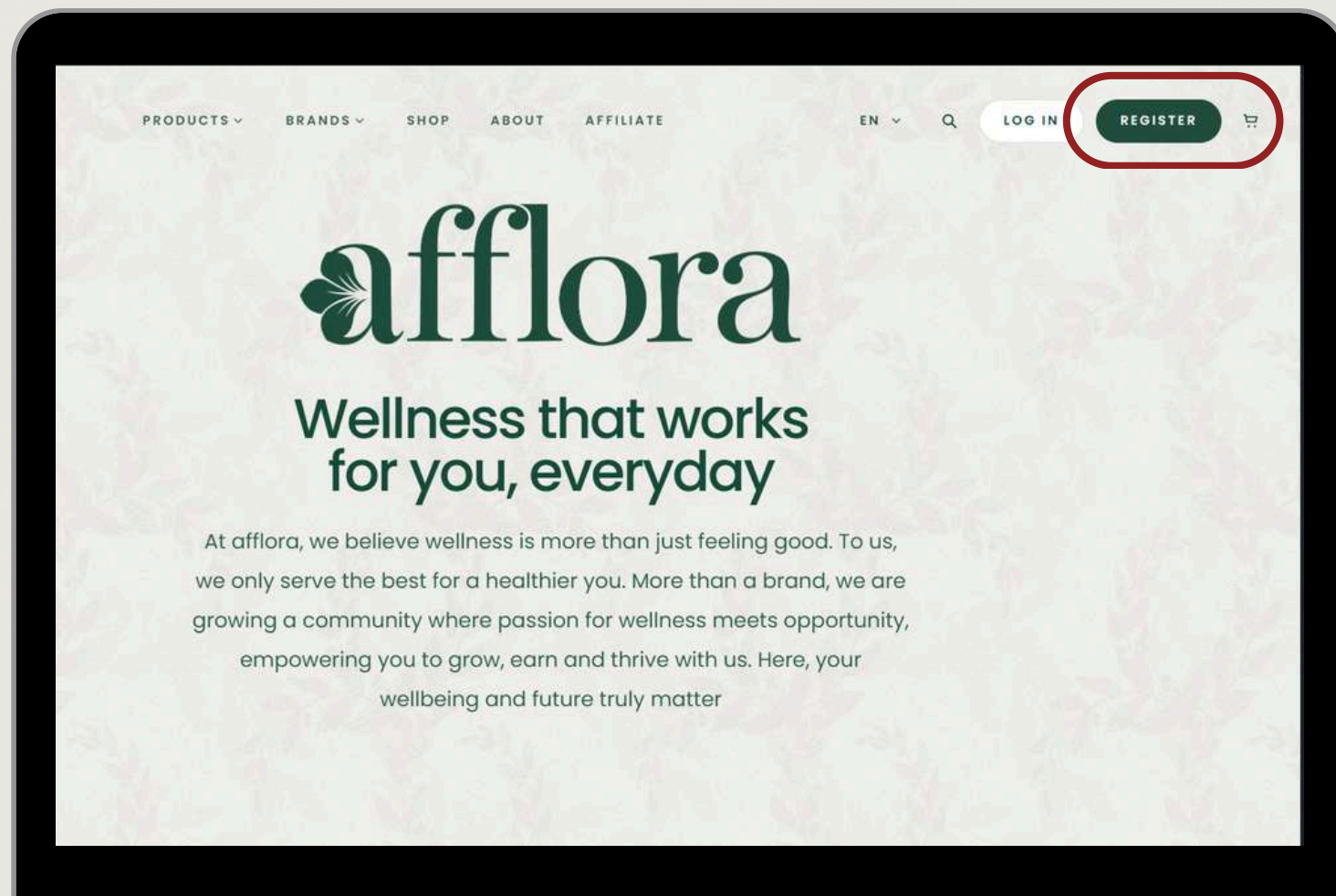
[afflora.co](https://afflora.co)

# Create an Afflora Account

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01 Go to [afflora.co](https://afflora.co) in your browser

02 Click the “Register” button



03 Register using either Email or Gmail

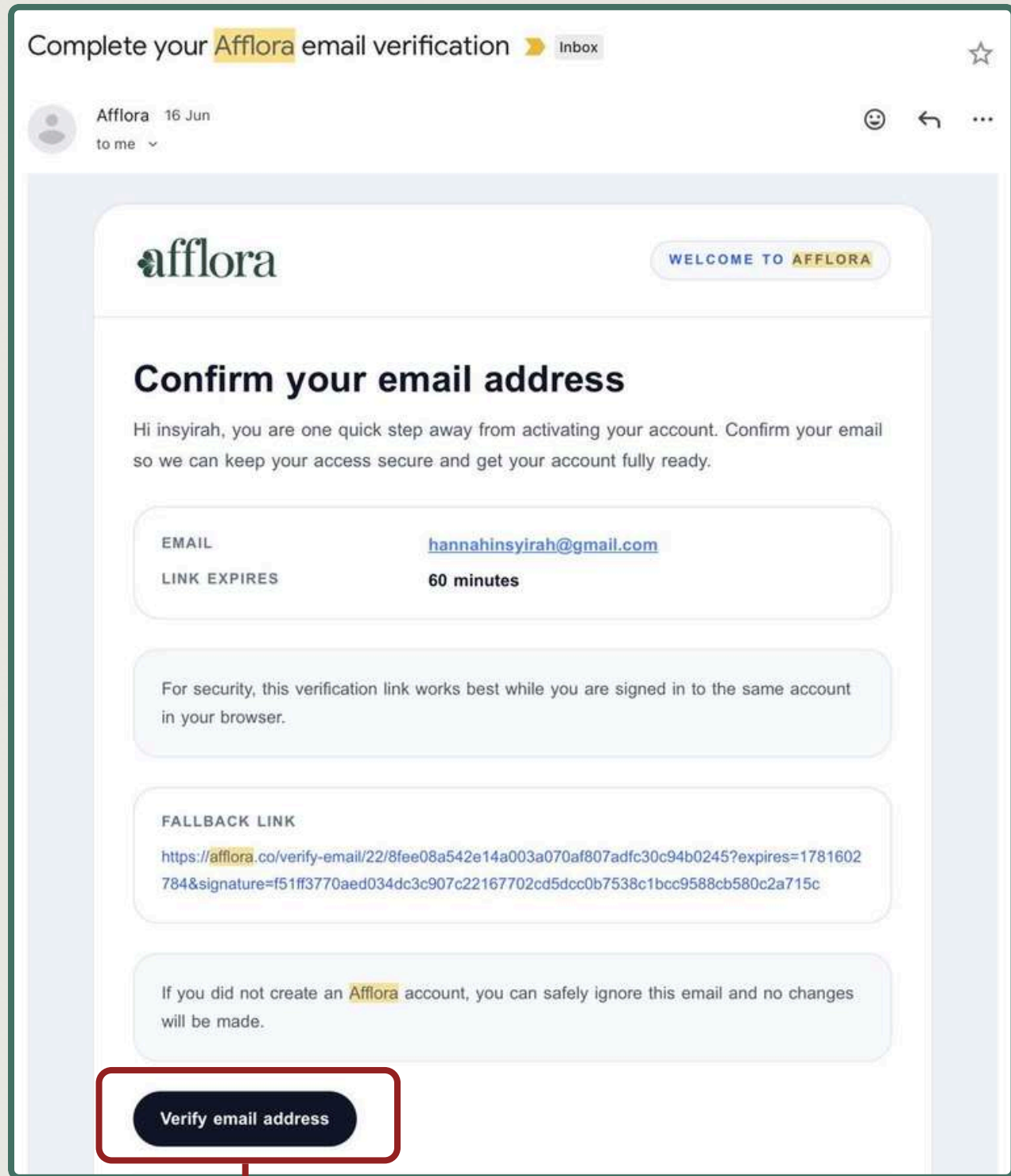
Fill in all this information

Click the “register” button

OR

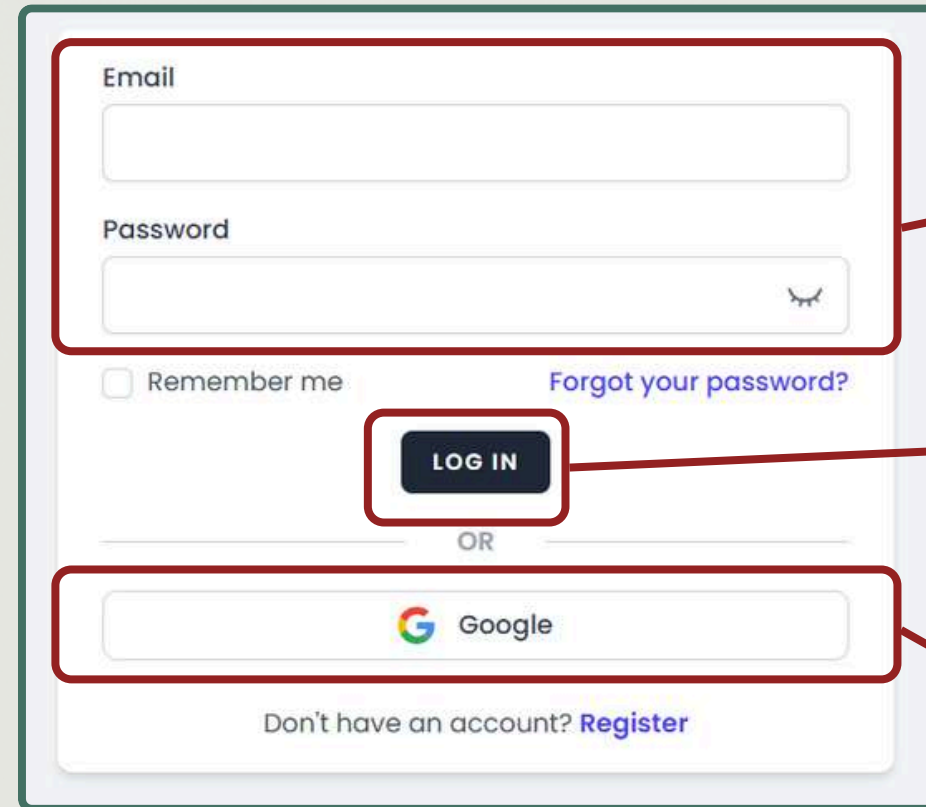
Click “Google” and follow the instructions on the screen

04 Check your email inbox to complete email verification



Click on "Verify email address"

05 Log in to your Afflora account using the same email address



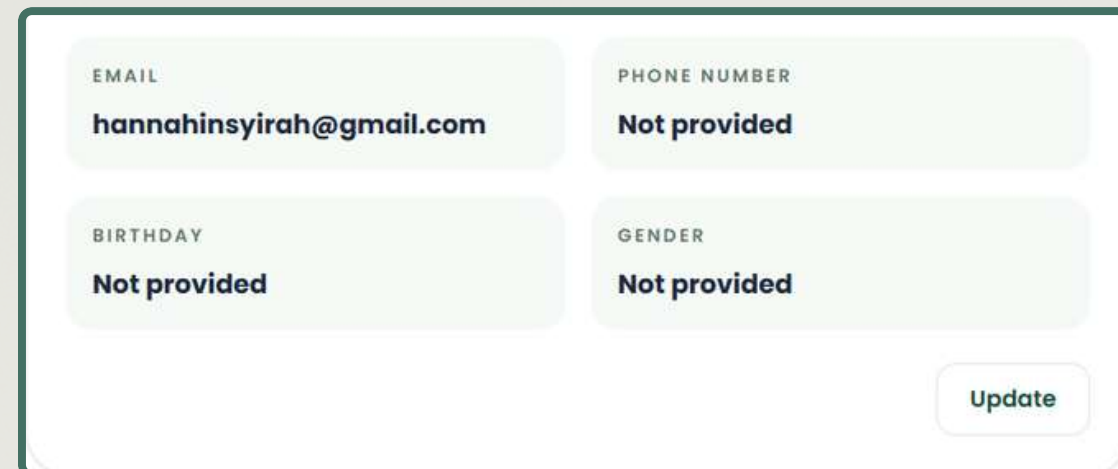
Enter your Email and password

Click "Log In"

OR

Click "Google" to log in using your gmail account

06 Complete your profile



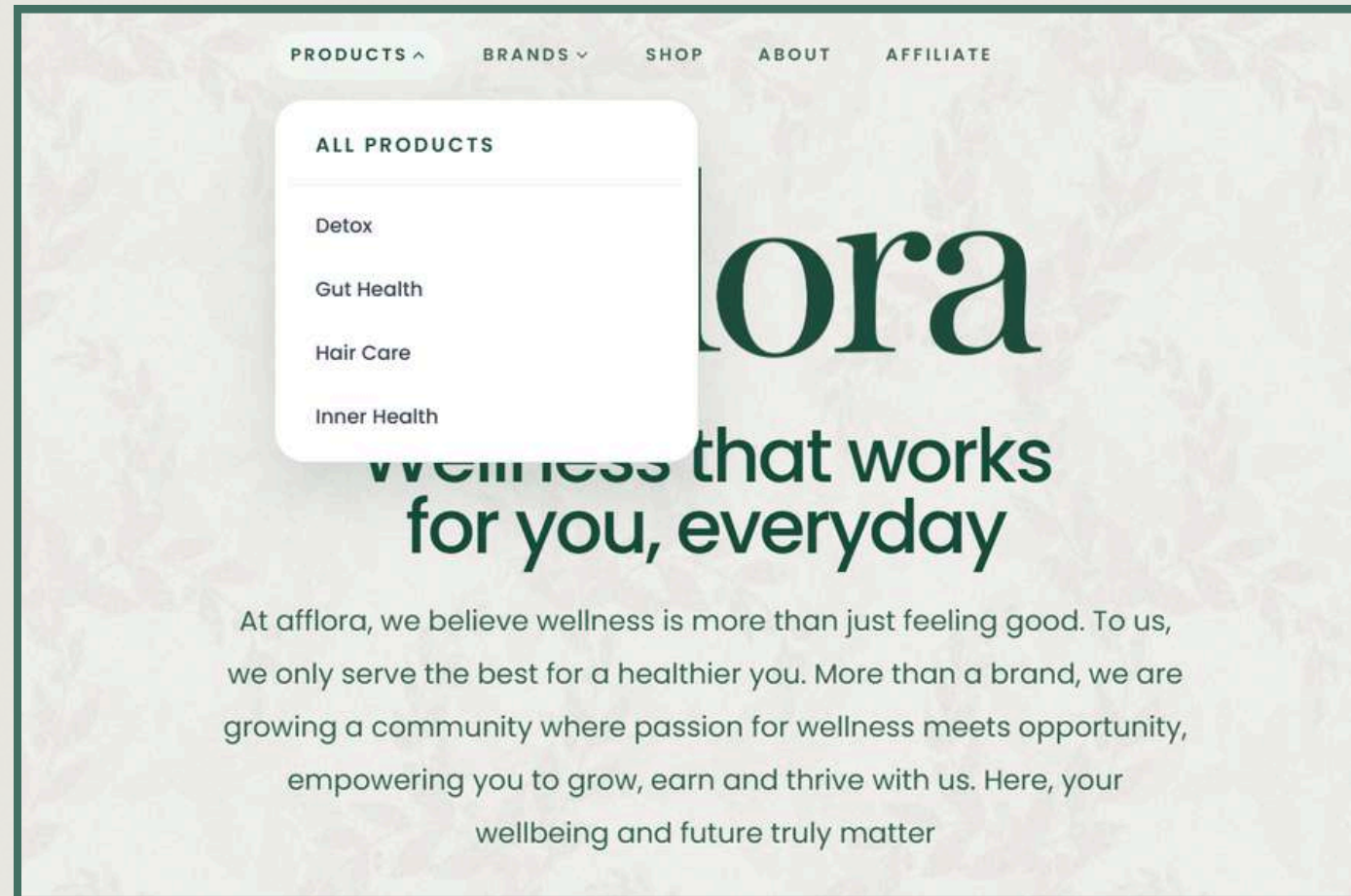
**Note:** Please make sure your **phone number is correct** because Afflora may send order updates and tracking information to you through WhatsApp.

[afflora.co](https://afflora.co)

# How to browse products

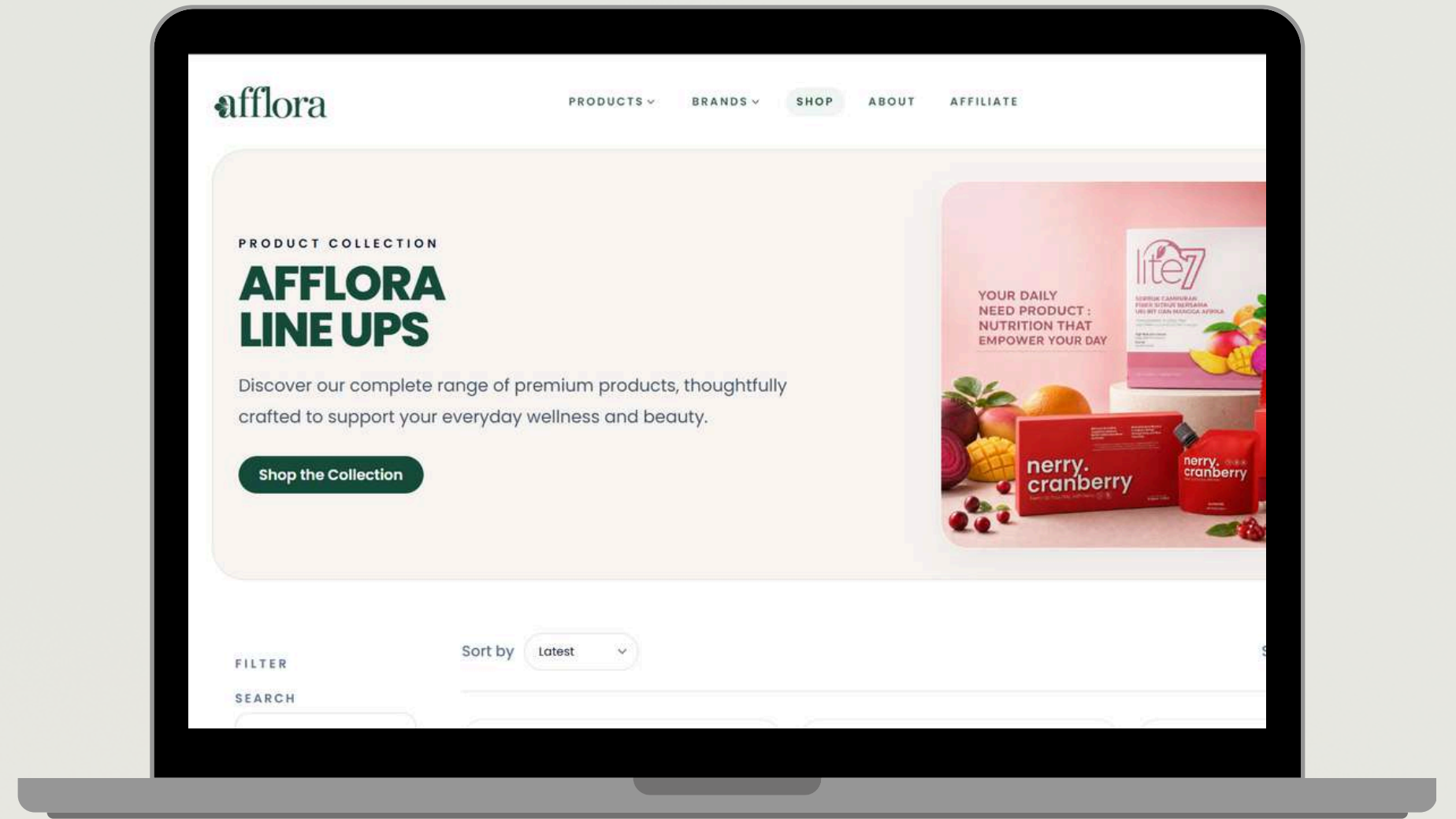
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01 Click on the “Products” pull down menu in the main Afflora page



02 Choose the category of products you want to browse or simply choose “All products” to display all products

03 You will be redirected to the Afflora Shop page. scroll down to view products



Use the **Filter** section to find a specific product

The screenshot shows a product listing interface. On the left, a 'FILTER' sidebar is highlighted with a red box and contains a search bar, a 'BRAND' dropdown menu set to 'All brands', 'MIN PRICE' and 'MAX PRICE' input fields, and 'Apply filters' and 'Reset' buttons. An arrow points from the text 'Use the Filter section...' to this sidebar. At the top right, it says 'Showing 1-5 of 5 products'. The main area displays five product cards. The third card, 'Nerry', is highlighted with a red box and has a 'VIEW LITE 7' button at the bottom. An arrow points from the text 'Hover cursor above the product and click on "View product"...' to this button. The other cards are 'KASSA' (HAIR CARE, RM70.00, 4.8 stars), 'JUNJONG' (INNER HEALTH, RM59.00, 4.8 stars), and 'Nerry' (GUT HEALTH, RM120.00, 4.8 stars).

Hover cursor above the product and click on **"View product"** to open Product Detail Page

[afflora.co](https://afflora.co)

# How to claim voucher

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## Example voucher : Afflora Stockist ( Bulk order voucher )

**Customers who make bulk orders are eligible to claim an extra discount voucher**

How does this work?

If total sales amount in one receipt is **RM5000 and above** before discount, the customer may claim a voucher for an additional:

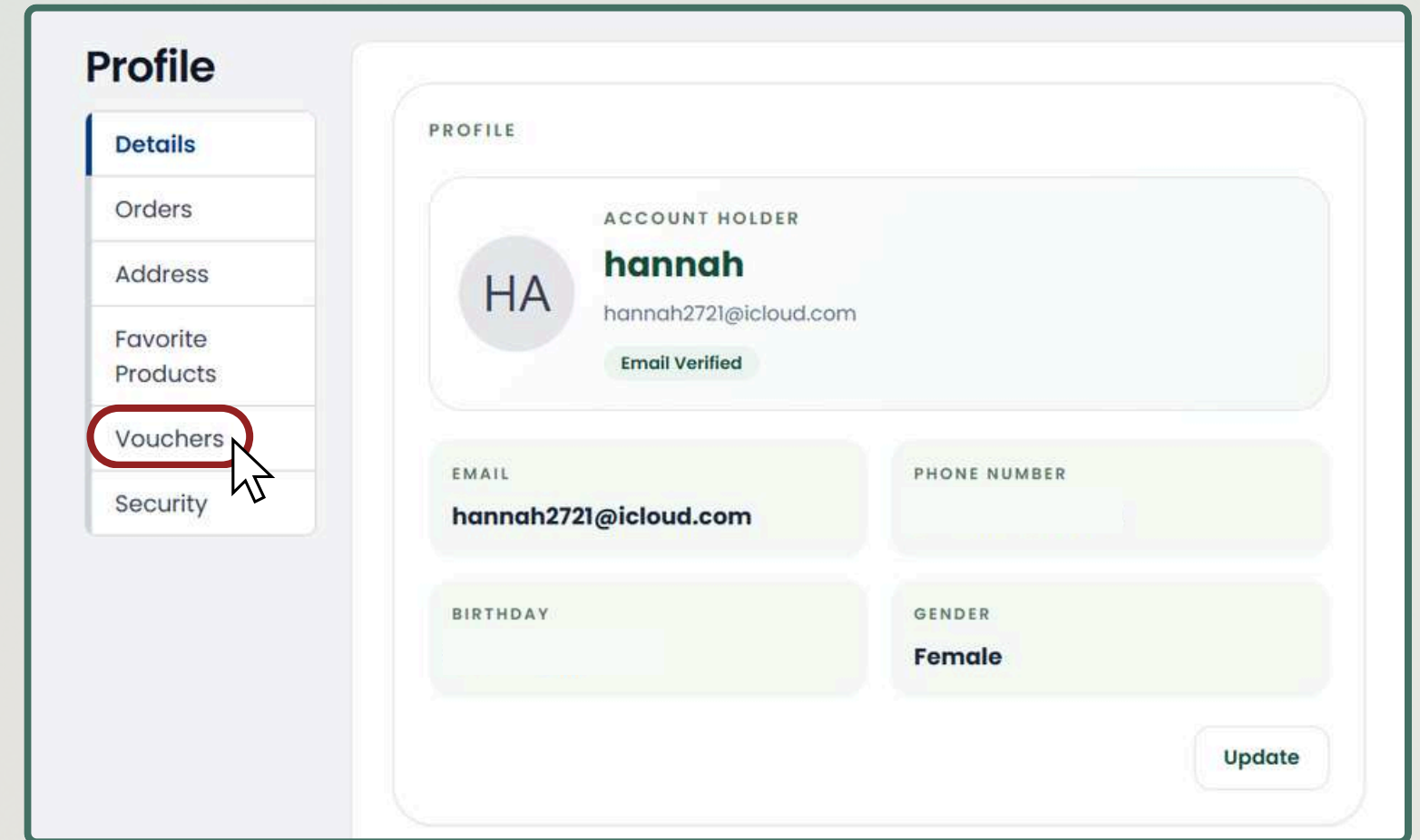
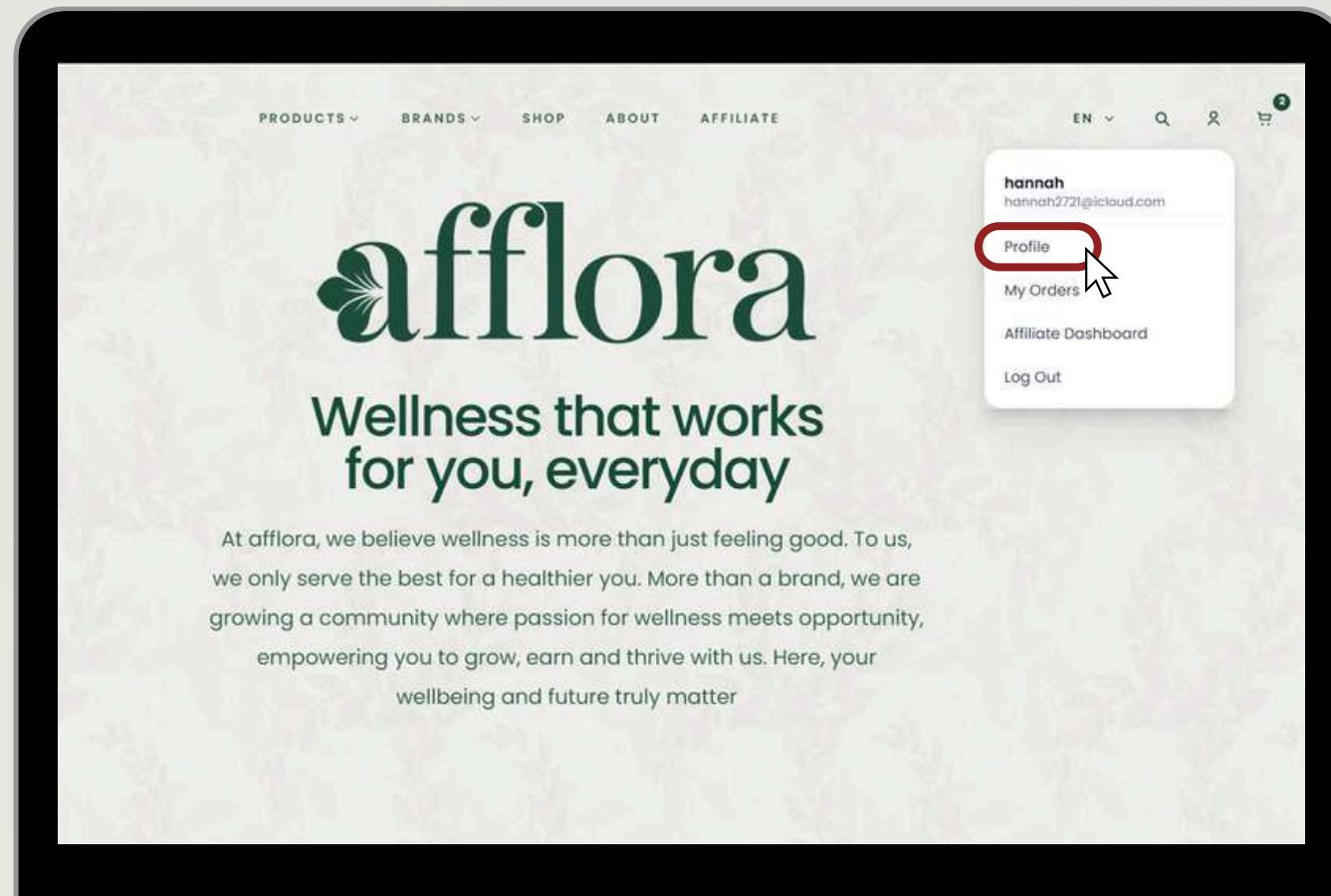
**5% Discount**

To claim voucher →

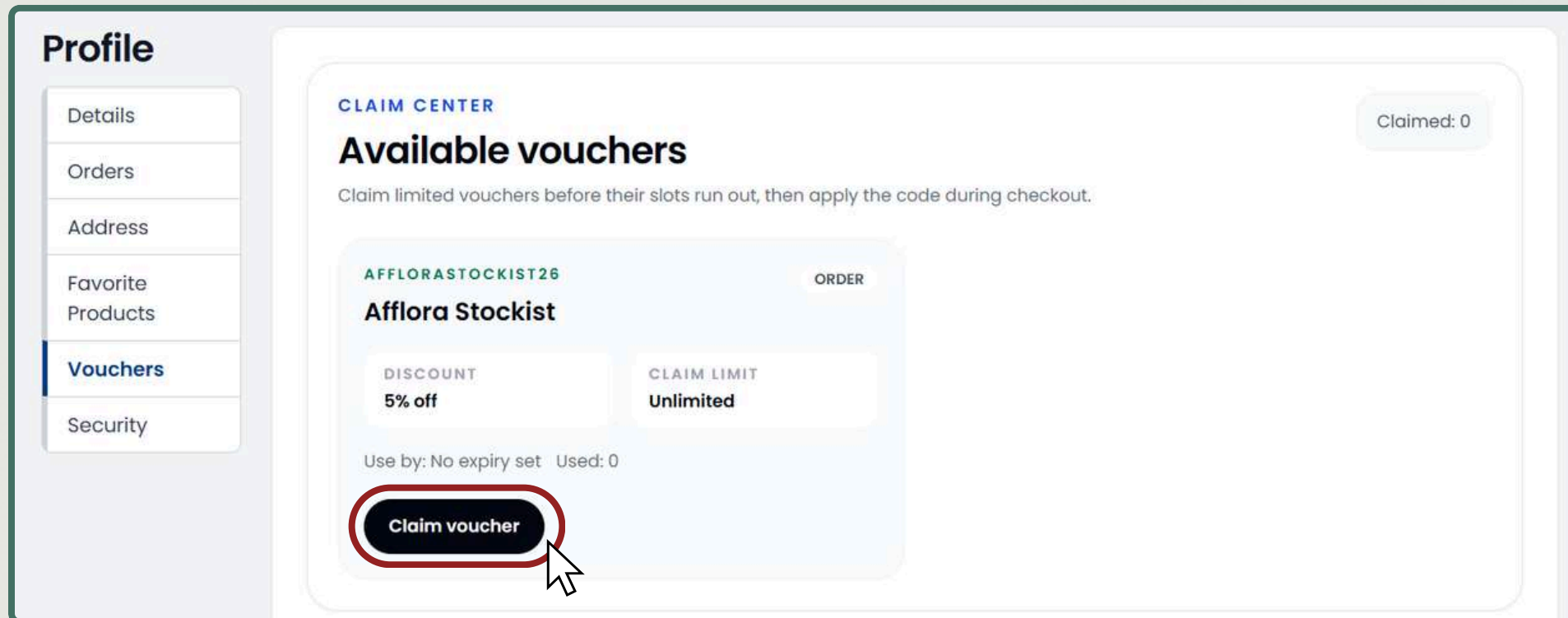
01 Log in to your Afflora account

02 go to profile icon and click on “Profile” from the pull down menu

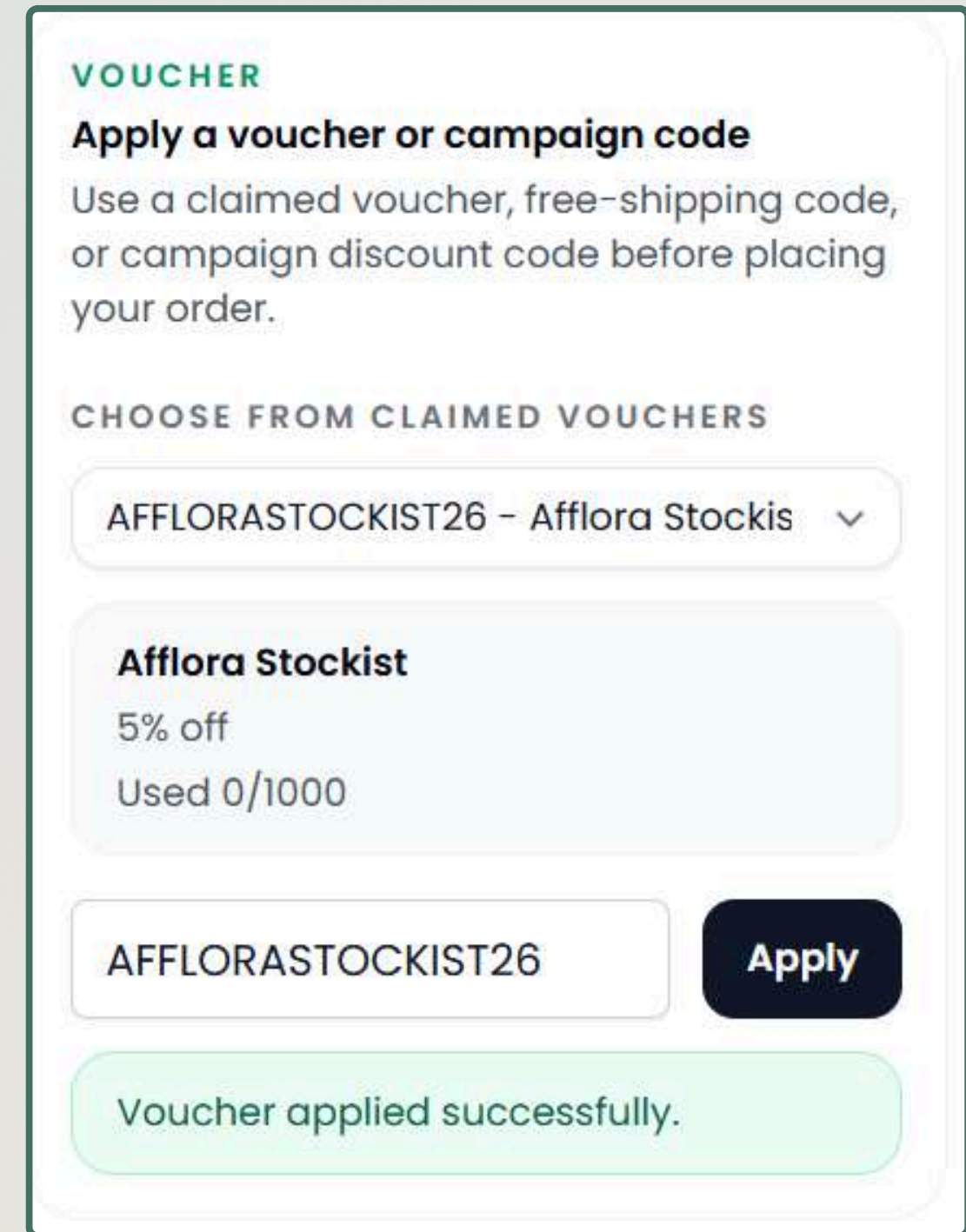
03 Click on “Vouchers”



04 Find the voucher you want and click “Claim voucher”



05 Apply the voucher in checkout if applicable



[afflora.co](https://afflora.co)

# Ways to buy Afflora products

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## Buy through referral code or referral link

You may receive a **referral code** or **referral link** from an Afflora affiliate. for example:

code: **AFF-P1H4RMON**

link: **<https://afflora.co/a/XXXXXX>**

Benefits of using referral code or links:

10% Discount

**No Minimum Spend Required**

Earn Cashback

**If you spend RM120 or more**

**AND sign up as an affiliate member**

## Buy directly from website (Walk-in)

You may buy directly from the website without a referral code or link

Benefits of buying directly through website:

10% Discount

Earn Cashback

**If you spend RM120 or more**

**AND sign up as an affiliate member**

**Note:** you are only eligible to sign up as an affiliate member if you spend RM120 and above

# Discount Guide

How you buy	Discount	Requirement
Buy using referral code	10% Off	No minimum spend
Buy using referral link	10% Off	No minimum spend
Buy directly from website	10% Off	Sign up as affiliate member AND Spend RM120 or more
Bulk order voucher	Extra 5% Off	Total sales per receipt above RM5,000 before discount

## Important reminder about Referral Code and Link

Use referral codes links from **trusted Afflora affiliates** only.

please buy from the **official Afflora website**.

Do not make payment to unknown people or unofficial sellers.

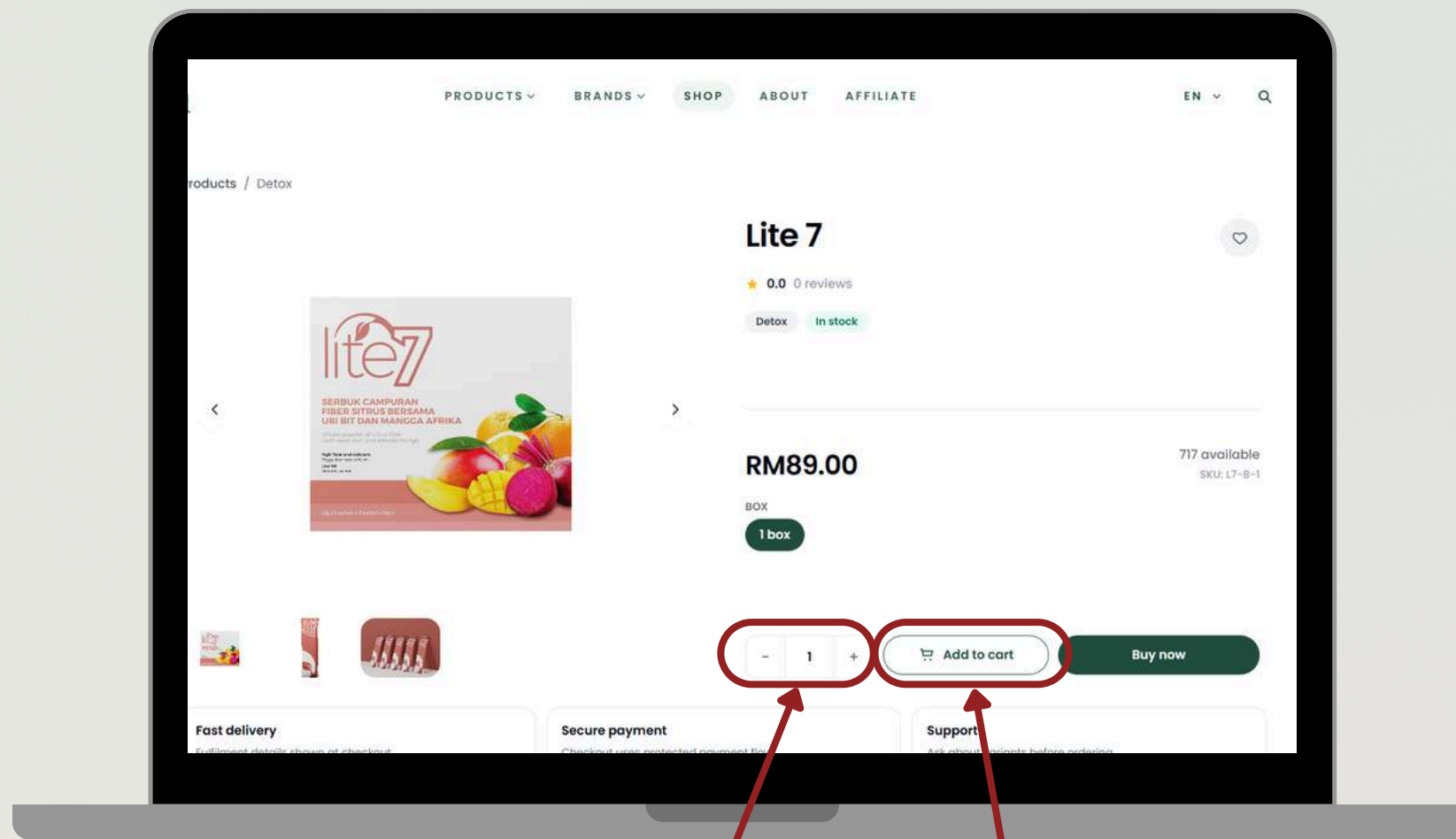
If you are not sure, **contact Afflora customer support** before paying.

[afflora.co](https://afflora.co)

# How to buy Afflora products

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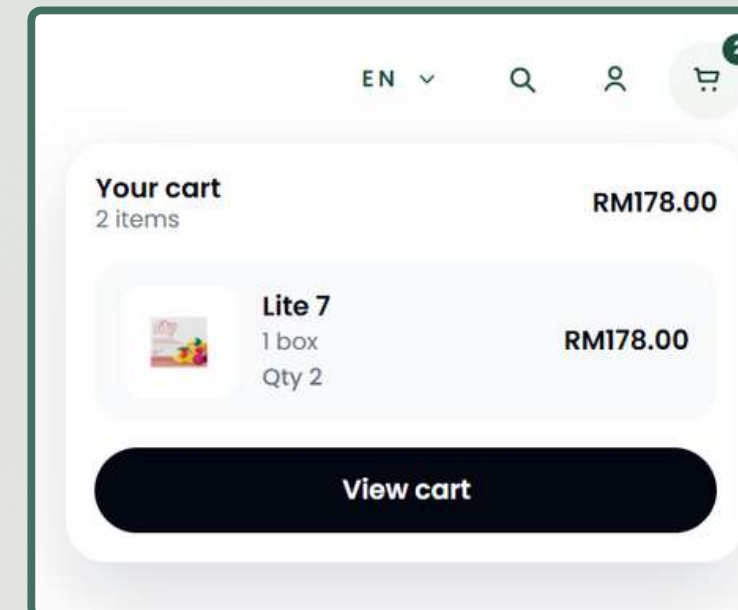
## 01 Add items to cart



Select quantity

Click "Add to cart"

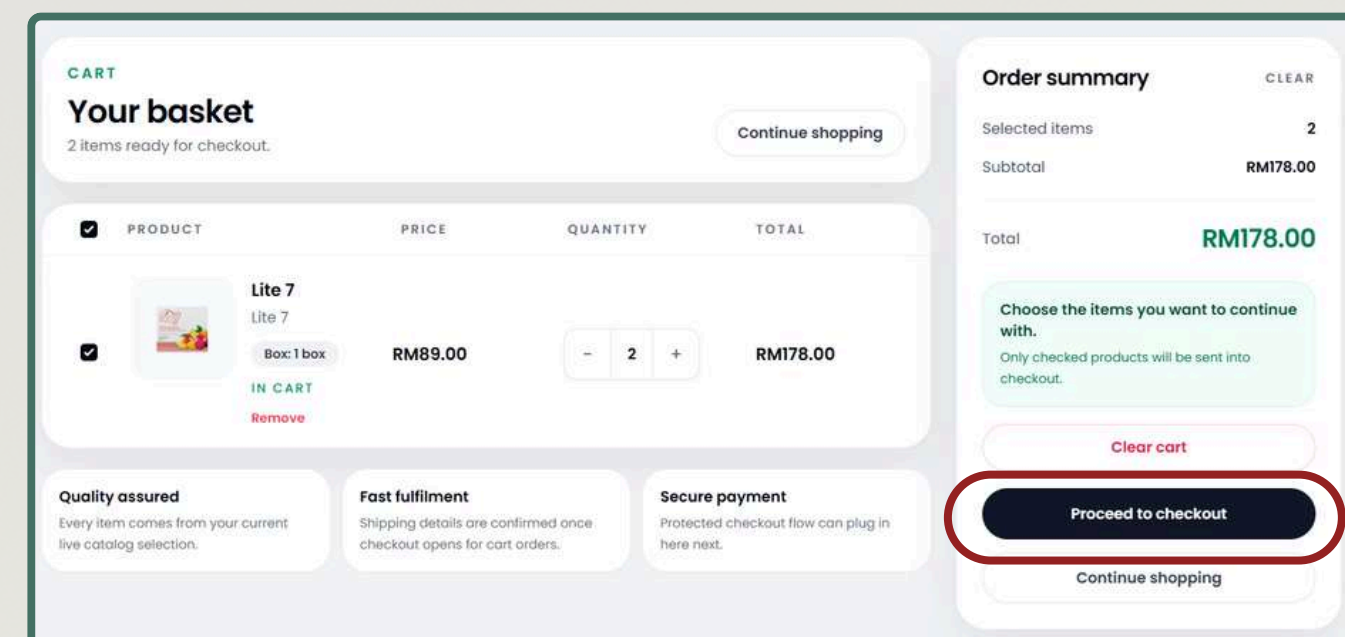
## 02 View items in cart



Click on the trolley symbol on the top right corner of the page

Click on the "View cart" button

View order summary and click on the "Proceed to checkout" button to continue



## 03 Fulfillment method

Choose either **“Delivery”** or **“Pickup”**

**FULFILLMENT**

### Delivery or pickup

Choose delivery for courier shipping, or pickup when the customer will collect at the shop.

**Delivery**  
Calculate the live shipping fee and deliver with the courier.

**Pickup**  
Collect at the shop with free shipping and optional cash payment.

**ADDRESS** [Manage saved addresses](#)

### Shipping address

Choose a saved address or add a new one for this order.

Saved addresses [Add new address](#)

**hannah** Default Mailing

+60 [redacted]  
66, [redacted]  
[redacted], Sungai Petani, Kedah  
Malaysia

Choose your correct delivery address or pickup contact details

Click on **“Add new address”** to use a different address

- Fill in all the necessary info

The page will display total shipping fee based on your fulfillment method

**PICKUP**

### Pickup method

Pickup keeps shipping free and skips NinjaVan booking.

Pickup is selected. Shipping is free and NinjaVan will not be booked for this order.

**Self Pickup** Free  
Afflora Pickup - Collect your order at the shop.

[Continue to payment](#)

**DELIVERY**

### Shipping method

We automatically calculate the shipping fee from the selected address and total order weight.

Showing the current weight-based shipping fee for this order.

**Standard Delivery** RM6.00  
Ninja Van - Weight-based shipping fee for parcels up to 3kg.

[Continue to payment](#)

Click on **“Continue to payment”** to proceed check out

## 04 Payment


Choose your payment method  
final charge won't be drawn until user has checked out

**PAYMENT**

### Payment method

Choose the payment type here. Card details and bank selection still stay on the gateway page.

Online Banking

Credit / Debit Card 

Cash at Pickup

[Back to fulfillment](#) [Continue to review](#)

Click on the “Continue to review” button to proceed

## 05 Review

Review your order to ensure all information is correct

**REVIEW**

### Review your order

Check your address, delivery, payment, and items before placing the order.

**CUSTOMER** [Edit](#)

hannah  
[redacted]@icloud.com  
+60 [redacted]

**SHIPPING ADDRESS** [Edit](#)

hannah  
Mailing  
+60 [redacted]  
[redacted]  
[redacted] Sungai Petani, Kedah  
Malaysia

**SHIPPING METHOD** [Edit](#)


**Standard Delivery**  
Ninja Van. Weight-based shipping fee for parcels up to 3kg.  
**RM6.00**

**PAYMENT METHOD** [Edit](#)

**Online Banking**  
Pay now using the currently active payment gateway.

**Items in your order**

Final review before the order is placed.

		PRICE	QTY	TOTAL
	<b>Lite 7</b> L7-B-1 Box: 1 box	<b>RM89.00</b>	<b>2</b>	<b>RM178.00</b>

## 06 Sign up as an affiliate

If spend RM120 or more, you can sign up as an affiliate member to **earn a 10% discount**

**AFFILIATE BENEFIT**

**You are eligible for 10% off as an affiliate.**

Join now to unlock your member discount on this checkout and start building cashback for future purchases.

[Join as Affiliate](#)

click on “**Join as Affiliate**”

follow the instructions on the screen and fill in all required details to sign up as Afflora Affiliate

Note : you won't immediately earn cashback, to earn money you must follow Afflora Affiliate rules

### Join Afflora Affiliate Program

Complete your profile, lock your sponsor relationship, and submit verification so your affiliate earnings and future payouts are set up correctly from day one.

- Profile
- Affiliate Info
- Verification

SIGNED IN ACCOUNT  
**hannahinsyirah@gmail.com**  
We will use your existing account email for this affiliate registration.

Full Name as Per NRIC \*  Account Email   
We will use this for your affiliate account, verification, and payout profile.

Phone Number \*  Date of Birth \*

Gender \*

**Mailing / Billing Address**  
Use an existing saved address or add a new one now so your affiliate account starts with complete contact details. [Manage saved addresses](#)

Home DEFAULT

## 07 Apply voucher if eligible

Enter voucher code and click “Apply”

**VOUCHER**

**Apply a voucher or campaign code**

Use a claimed voucher, free-shipping code, or campaign discount code before placing your order.

Enter voucher code **Apply**

## 08 Apply discount through a reference method

- If you're using a **reference code**, manually enter the code in this section

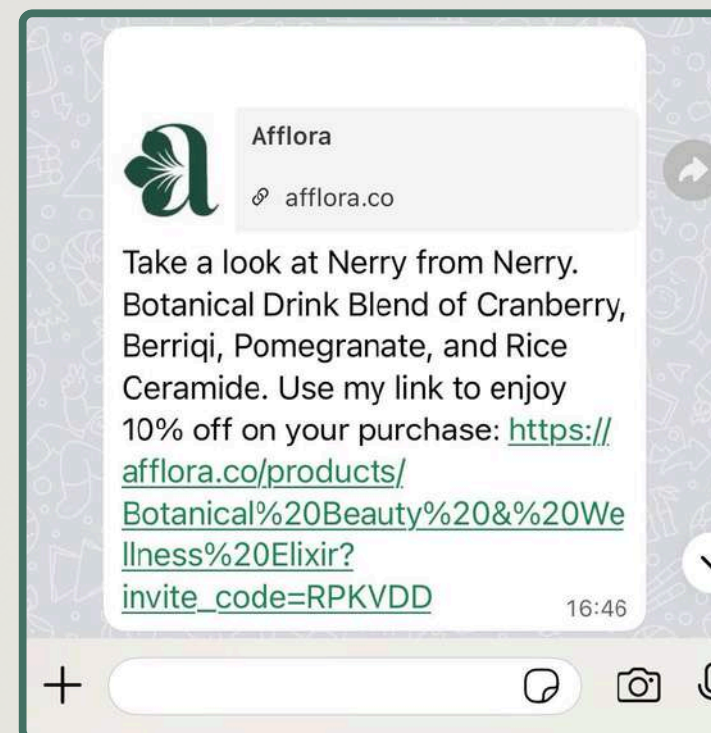
**REFERRAL**

**Attach a referral or affiliate code**

Optional. This helps us attribute the order to the right affiliate, referrer, or campaign owner.

Enter referral code

- If you're buying through an a **reference link**, this section will be automatically filled and cannot be modified



**REFERRAL**

**Parent affiliate**

This referral code is saved on your account and is used automatically during checkout.

AFF-P4HUUOJR

reference link example

## 09 Check out

Once you have checked that all information is correct

**Items in your order**  
Final review before the order is placed.

	PRICE	QTY	TOTAL
<b>Lite 7</b> L7-B-1 Box: 1 box	<b>RM89.00</b>	<b>2</b>	<b>RM178.00</b>

**CHECKOUT CONSENT**  
By placing this order, you confirm that you have read and agree to Afflora's [Terms & Conditions](#) and [Privacy Policy](#).

[Back to payment](#) **Place order**

Click on the the **“Place order”** button

Once you have place order, follow the instructions on the screen to complete payment.

## 10 Confirmation page

Once you have completed payment, you will be redirected to the confirmation page.

You may also receive order confirmation through email and WhatsApp

**SUCCESS**  
**Your order has been placed**  
We have recorded your order and deducted the reserved stock.

Payment received successfully.

**ORDER NUMBER**  
ORD-260619-0002

**PAYMENT METHOD**  
**Online Banking**  
Status: Paid

**Delivery details**  
hannah insyirah  
+60 [redacted]  
[redacted]  
Sungai Petani, Kedah  
Malaysia

Courier **Standard Delivery**  
NINJA VAN

Items subtotal **RM89.00**  
Shipping **RM4.00**  
**Grand total RM93.00**

**View my orders**  
[Continue shopping](#)

**Items**

	QTY	TOTAL
<b>Lite 7</b> Box: 1 box SKU: L7-B-1	<b>1</b>	<b>RM89.00</b>

[afflora.co](https://afflora.co)

# How to track your order

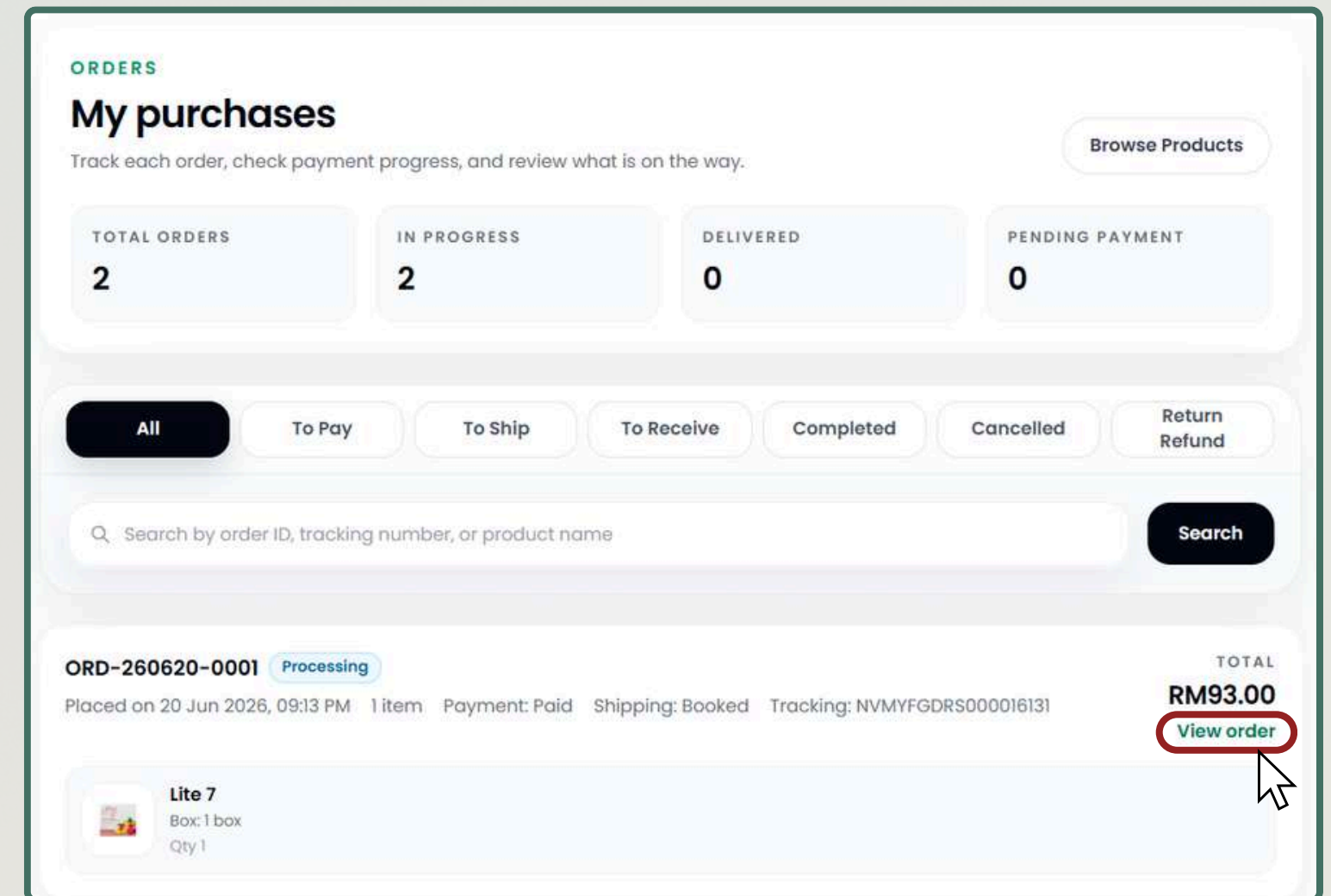
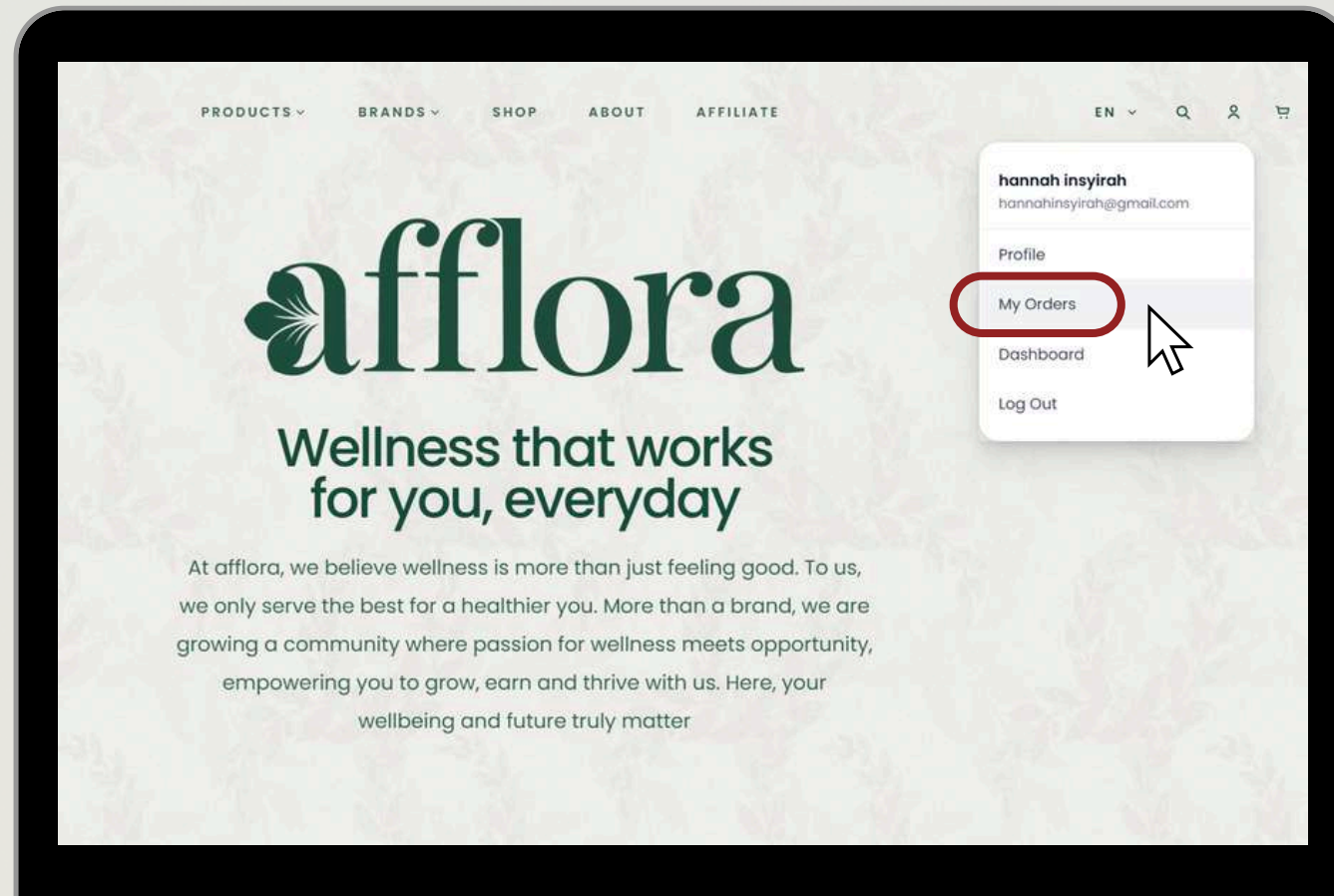
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# Method 1: Track Through your Afflora Account

01 Log in to your Afflora account

02 go to profile icon and click on “My Orders” from the pull down menu

03 Find your order, click “View order”



# Method 1: Track Through your Afflora Account

04 Check your order status and order details

My Orders / ORD-260620-0001

**ORDER DETAILS**

**ORD-260620-0001**

Placed on 20 Jun 2026, 09:13 PM

Tracking number: NVMYFGDRS000016131

Processing

Payment: Paid

Shipping: Booked

Cancel order

1 **Placed**  
Order received

2 **Processing**  
Preparing items

3 **Shipped**  
On the way

4 **Delivered**  
Completed

05 Track your order shipment

**Shipment tracking**

Live courier milestones and detailed tracking updates for this order.

**Shipment booked** Booked

Tracking number: NVMYFGDRS000016131 Booked on 20 Jun 2026, 09:13 PM

TRACKING NUMBER	CARRIER REFERENCE	TRACKING
NVMYFGDRS000016131	-	<b>Open Ninja Van portal</b> Paste your tracking number into the Ninja Van sandbox portal if it is not prefilled.

Copy

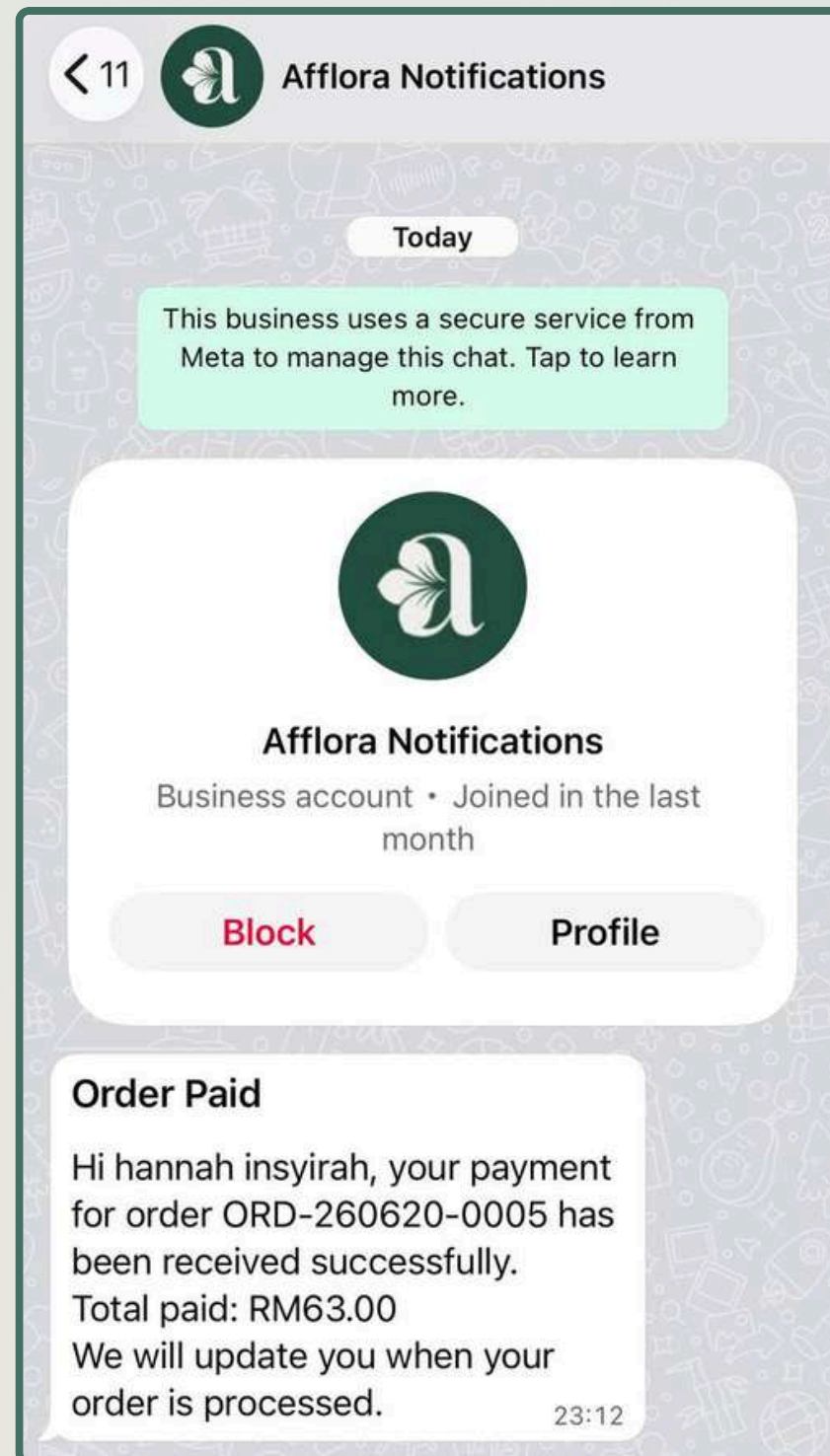
**COURIER EVENT HISTORY**

20 Jun 2026, 09:13 PM

**Shipment booked** CURRENT Booked

Tracking number: NVMYFGDRS000016131

# Method 2: Track Through WhatsApp Message



You may receive a WhatsApp message from Afflora after you have checked out order

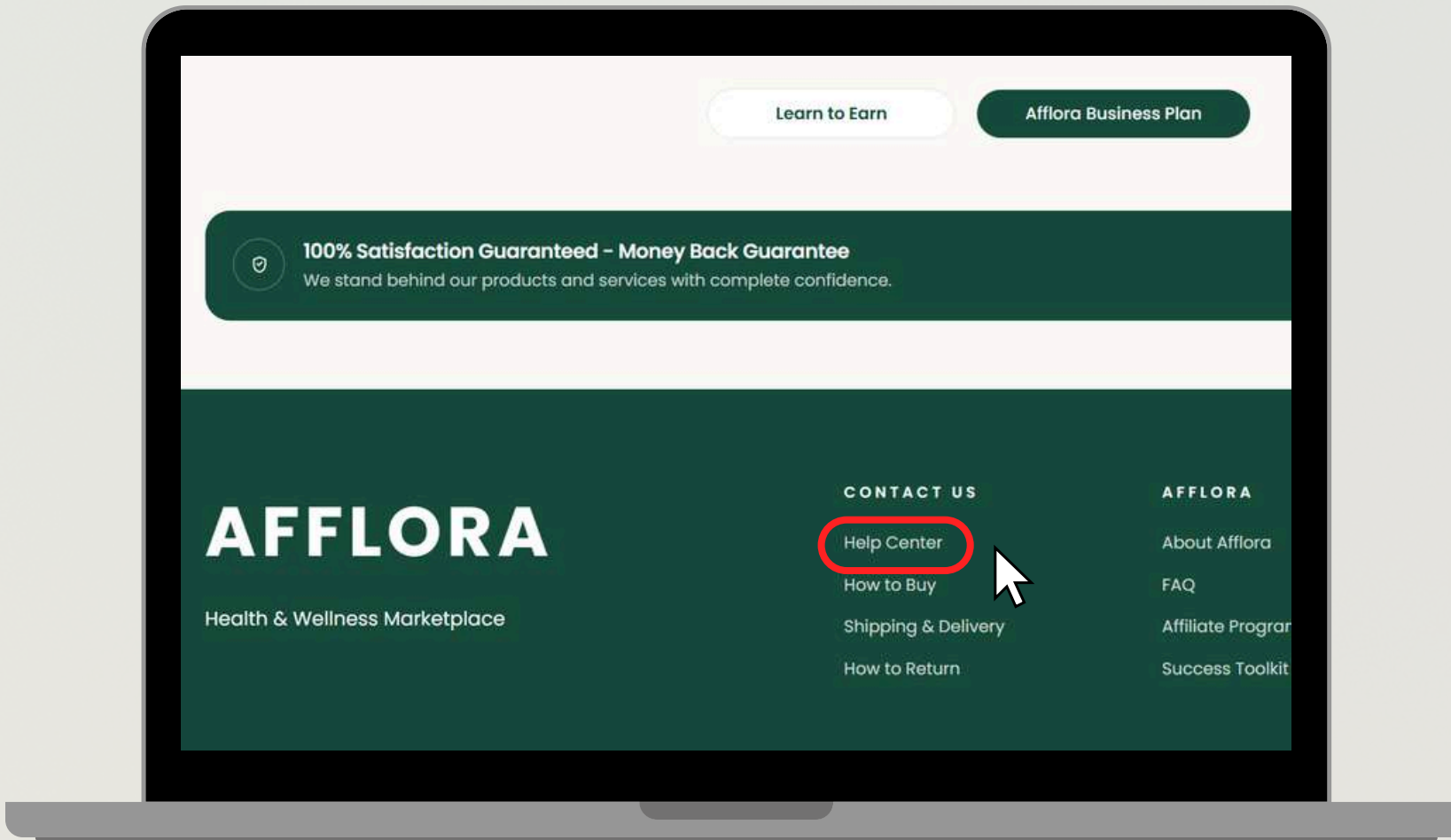
- 01 Open the WhatsApp message sent by Afflora
- 02 Check the order update and order number
- 03 Check for any order or delivery updates

Please make sure your phone number in your Afflora profile is correct so that you can receive WhatsApp order updates.

# Method 3: Contact Customer Support

01

Scroll to the bottom of the Afflora page and click on “Help Center”



02

Scroll to the bottom of the Help Center page until you see the Contact Us form

A screenshot of the 'Contact Us' form. The form is titled 'Contact Us' and includes a brief introduction: 'Feel free to reach out to us at any time. We are here to help with orders, product questions, and any feedback you may have.' Below this, it states: 'Our customer service team can assist by email Monday through Friday. We will do our best to get back to you within 2 business days.' A note indicates that an asterisk (\*) denotes a required field. The form contains several input fields: 'Full Name', 'Email Address', 'Contact Reason', and 'Topic'. Below these is a larger text area labeled 'Tell us the details'. There is also an 'Attachment' section with a 'Choose File' button and a 'No file chosen' status. At the bottom of the form, there is a checkbox for 'By signing up, you agree to our Terms & Conditions and Privacy Policy. Please ensure that all information provided is accurate.' A red box highlights the input fields and the 'Send Inquiry' button at the bottom of the form.

Fill in required information

Click “Send Inquiry”

afflora.co

# What to do if there is a problem

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## Please contact Afflora Customer Support If:

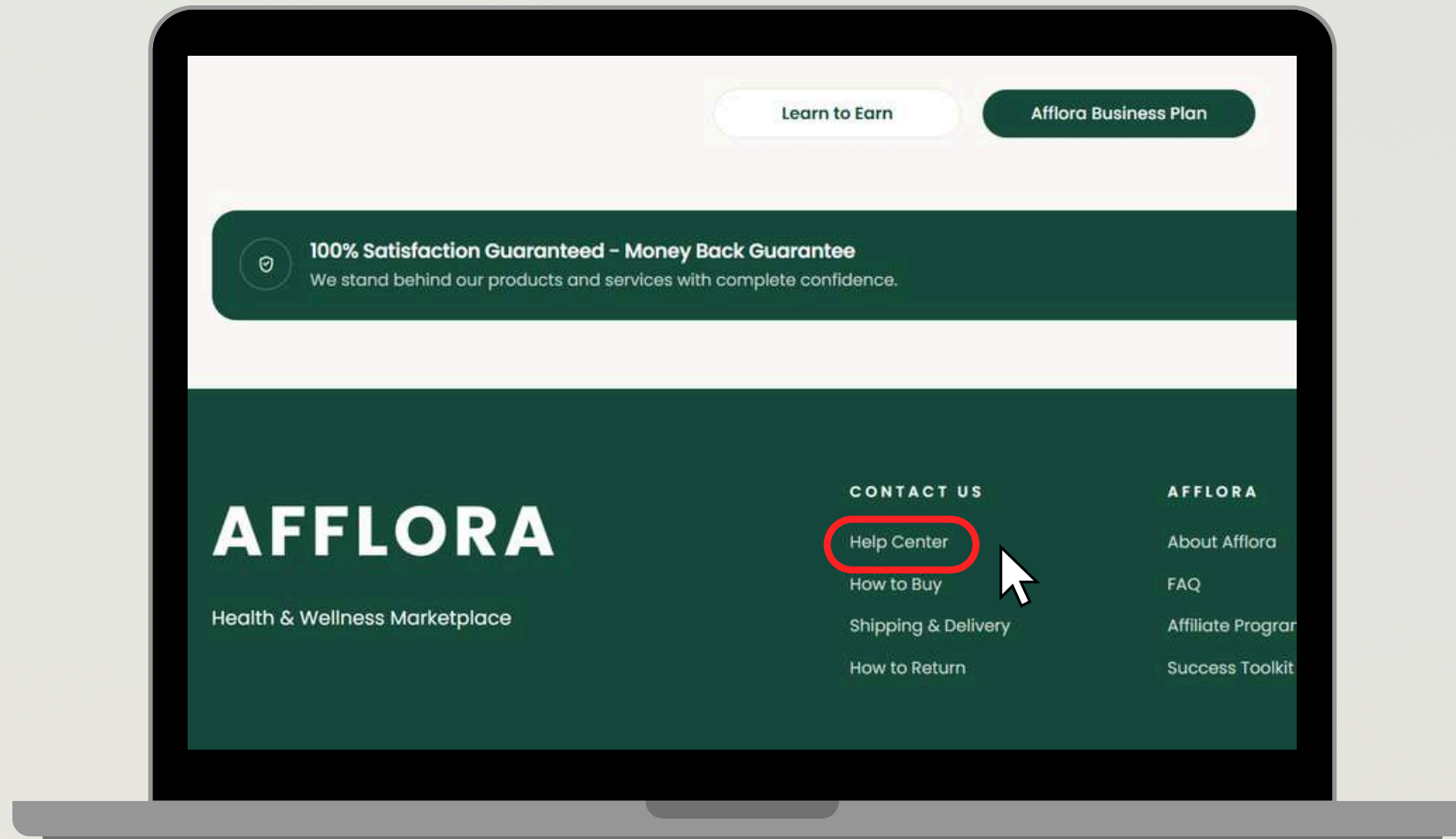
- Your order is late.
- You received the wrong item.
- Your item is damaged.
- You cannot make payment.
- Your discount is not shown.
- Your referral code does not work.
- You did not receive WhatsApp order updates.
- You want to request return or refund.
- You need help using the website.

When contacting support, please prepare the necessary information

# Contact Customer Support

01

Scroll to the bottom of the Afflora page and click on “Help Center”



02

Scroll to the bottom of the Help Center page until you see the Contact Us form

A screenshot of the 'Contact Us' form. The form is titled 'Contact Us' and includes a brief introduction: 'Feel free to reach out to us at any time. We are here to help with orders, product questions, and any feedback you may have.' Below this, it states: 'Our customer service team can assist by email Monday through Friday. We will do our best to get back to you within 2 business days.' A note indicates that an asterisk (\*) denotes a required field. The form contains several input fields: 'Full Name', 'Email Address', 'Contact Reason', and 'Topic'. Below these is a larger text area labeled 'Tell us the details'. There is also an 'Attachment' section with a 'Choose File' button and the text 'No file chosen' and 'Drag or paste image here'. At the bottom of the form, there is a checkbox for 'By signing up, you agree to our Terms & Conditions and Privacy Policy. Please ensure that all information provided is accurate.' and a 'Send Inquiry' button. A red box highlights the input fields and the 'Send Inquiry' button.

Fill in required information

Click “Send Inquiry”

[afflora.co](https://afflora.co)

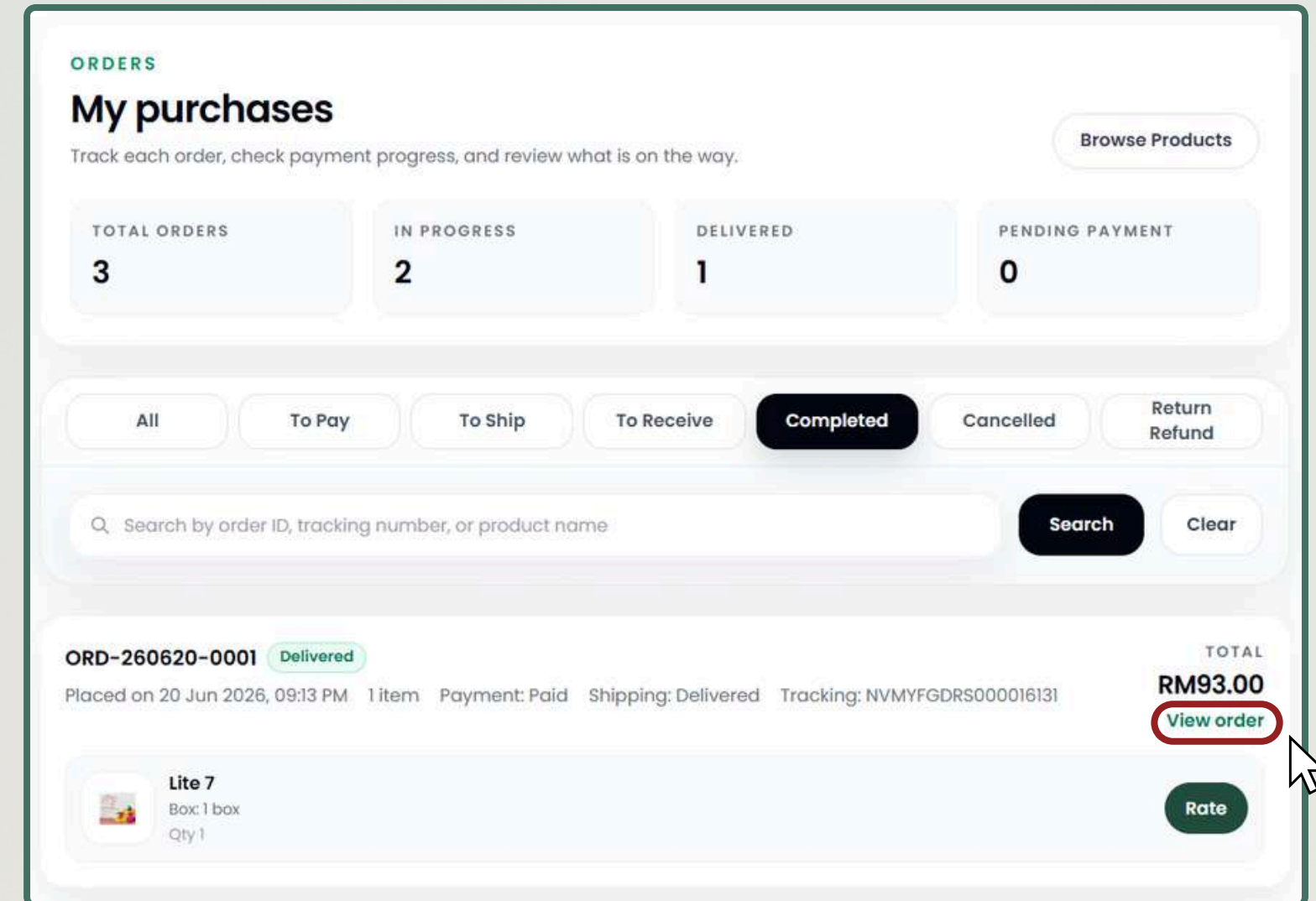
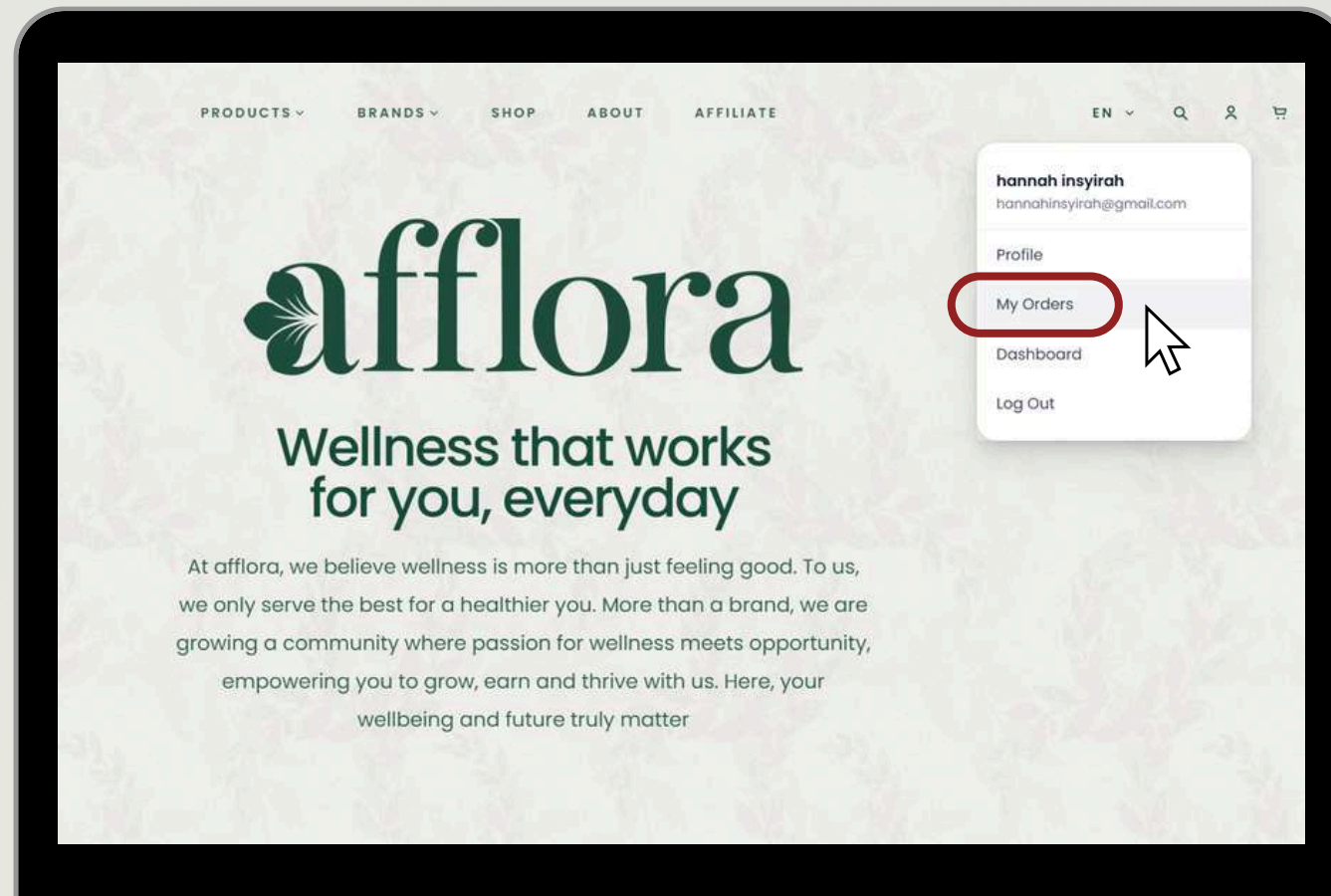
# Returns and Refunds

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01 Log in to your Afflora account

02 go to profile icon and click on “My Orders” from the pull down menu

03 Find your order, click “View order”



## 04 Click on “Request Return/Refund”

My Orders / ORD-260620-0001

**ORDER DETAILS**

**ORD-260620-0001**

Placed on 20 Jun 2026, 09:13 PM

Tracking number: NVMYFGDRS000016131

Delivered

Payment: Paid  
Shipping: Delivered

**Request Return/Refund**

1 **Placed**  
Order received

2 **Processing**  
Preparing items

3 **Shipped**  
On the way

4 **Delivered**  
Completed

- Select or write your reason for the request.
- Upload photos or proof, if required.

## 05 Make a request

**RETURN / REFUND REQUEST**

**ORD-260620-0001**

Select the delivered items you want reviewed, choose a reason, and upload supporting evidence. Refunds are only processed after the returned parcel is received and inspected.

**Back to order**

**Select items**

Set quantity to 0 for items you do not want to include. Preferred resolution for delivered returns is refund after inspection.

**RETURN WINDOW ENDS 2026-06-27**

	QUANTITY TO RETURN	REASON	DETAILS
<b>Lite 7</b> Box: 1 box SKU: L7-B-1 Ordered quantity: 1 Available to request: 1	0	Select reason	Optional

**What should our team know?**

Explain what happened, what outcome you expect, and any batch/expiry details.

**Preferred resolution**

Refund through the original payment method, after the returned parcel is received and inspected.

**Upload photos or videos**

**Choose Files** No file chosen

Up to 5 files. Images or short videos only.

**Submit request**

Click on “Submit request”

06

## Wait for admin's approval

Click on **“Open request details”** to view details of the return request

**Return & refund requests**  
Track any request you have opened for this order. There are no delivered items left that can be requested for return right now.

RR-20260620233717-IAES Pending

**Return**

REQUESTED ITEMS

Lite 7  
Qty: 1 - Damaged Item

TIMELINE

Pending  
20 Jun 2026, 11:37 PM

[Open request details](#)

Back to order / RR-20260620233717-IAES Pending

**RETURN REQUEST**  
RR-20260620233717-IAES  
Order ORD-260620-0001

**Requested items**  
The quantities and reasons submitted with your return request.

Lite 7  
Box: 1 box  
SKU: L7-B-1

RETURN QUANTITY	REASON
1	Damaged Item

**Return shipment**  
Courier: Pending admin approval  
Tracking number: -  
Shipment status: Pending  
Instructions page: [Open](#)  
[Open return instructions](#)

**Admin response**  
Current status: Pending  
Review notes: Pending admin review

**Evidence files**  
No evidence files were uploaded with this request.

**Timeline**  
Pending 20 Jun 2026, 11:37 PM

- Please wait for Afflora's confirmation before sending back any product.
- Afflora may approve, reject, or ask for more information based on the Return & Refund Policy.

## 07 Return product

If the admin has **approved** your refund, you can **proceed to return** the product

Click on “**Open return instructions**” and follow the instructions to return product

Back to order / RR-20260620233717-IAES Pending

**RETURN REQUEST**  
**RR-20260620233717-IAES**  
Order ORD-260620-0001

### Requested items

The quantities and reasons submitted with your return request.

RETURN QUANTITY	REASON
1	Damaged Item

### Return shipment

**Courier:** Pending admin approval  
**Tracking number:** -  
**Shipment status:** Pending  
**Instructions page:** [Open](#)

**Open return instructions**

### Admin response

**Current status:** Pending  
**Review notes:** Pending admin review

### Evidence files

No evidence files were uploaded with this request.

### Timeline

Pending 20 Jun 2026, 11:37 PM

**NINJA VAN RETURN**  
**RR-20260620233717-IAES**  
Use this page when preparing the parcel for return shipment back to the company warehouse.

### Return details

Order: ORD-260620-0001  
Tracking number: Pending  
Courier: Ninja Van

- Pack the approved item(s) securely.
- Attach the Ninja Van return label if one is available.
- Hand the parcel to Ninja Van according to the arranged return process.
- Refunds are processed only after the parcel is received and inspected.

### Addresses

**From:**  
hannah insyirah  
+60 [REDACTED]  
[REDACTED], Sungai Petani, Kedah  
Malaysia

**To:**  
Afflora  
0123456789  
1, Jalan Junjong, Kampung Padang  
Penyangga  
09000, Kulim, Kedah  
MY

### Requested items

- Lite 7 x 1 (Damaged Item)

## Reasons you may need to submit refund/return request:

- Wrong item received
- Damaged item received
- Missing item
- Product issue
- Delivery issue
- Payment issue
- Other valid reason

Please explain the issue clearly so Afflora can review your request faster.

afflora.co

# Safety Tips

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## Please remember :

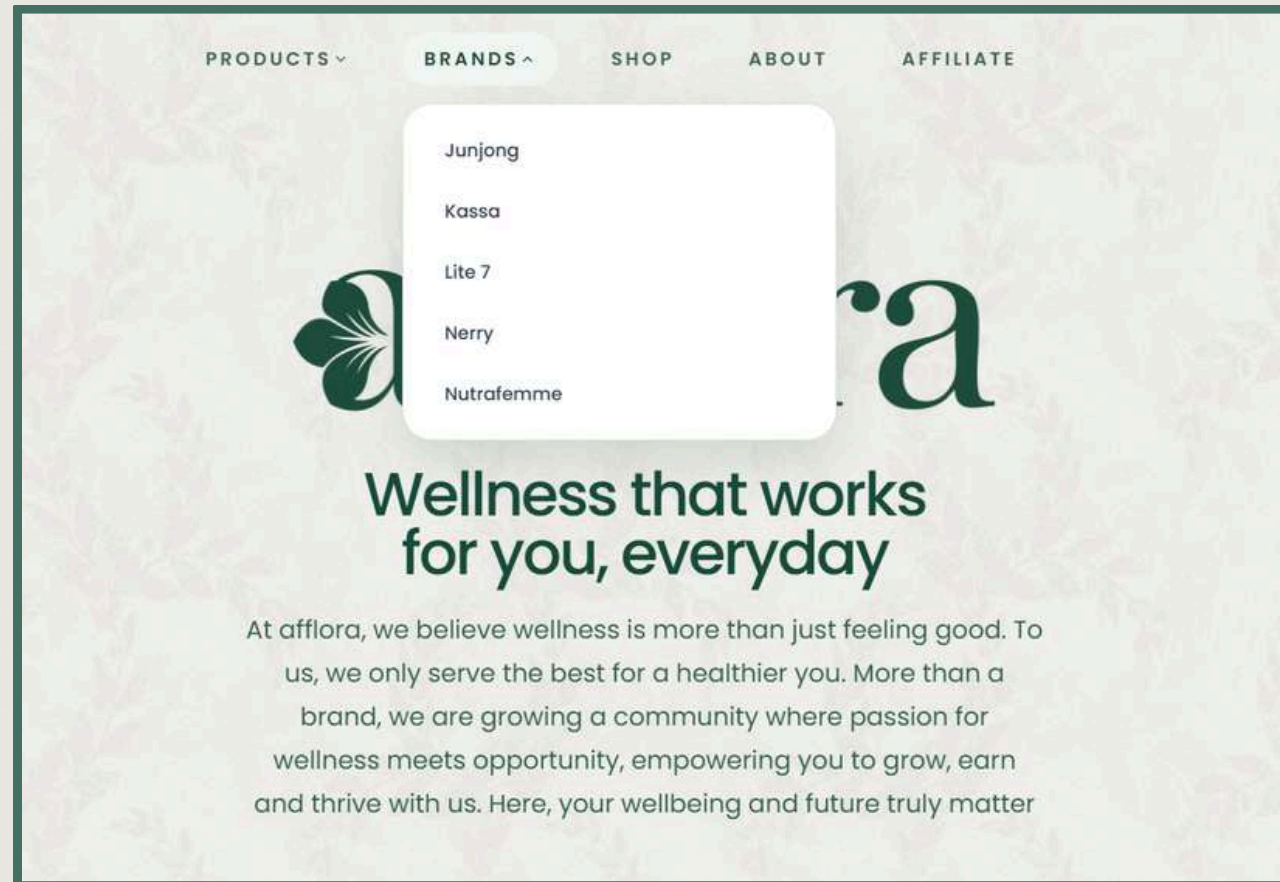
- Do not share your password.
- Use your own email address.
- Make sure your phone number is correct.
- Make sure your delivery address is correct.
- Do not give money to unofficial sellers.
- Always check your order before payment.
- Keep your order number.
- Check WhatsApp messages from Afflora for order updates.
- Contact Afflora support if you need help.

[afflora.co](https://afflora.co)

# Learn About Afflora Products from the Brand Page

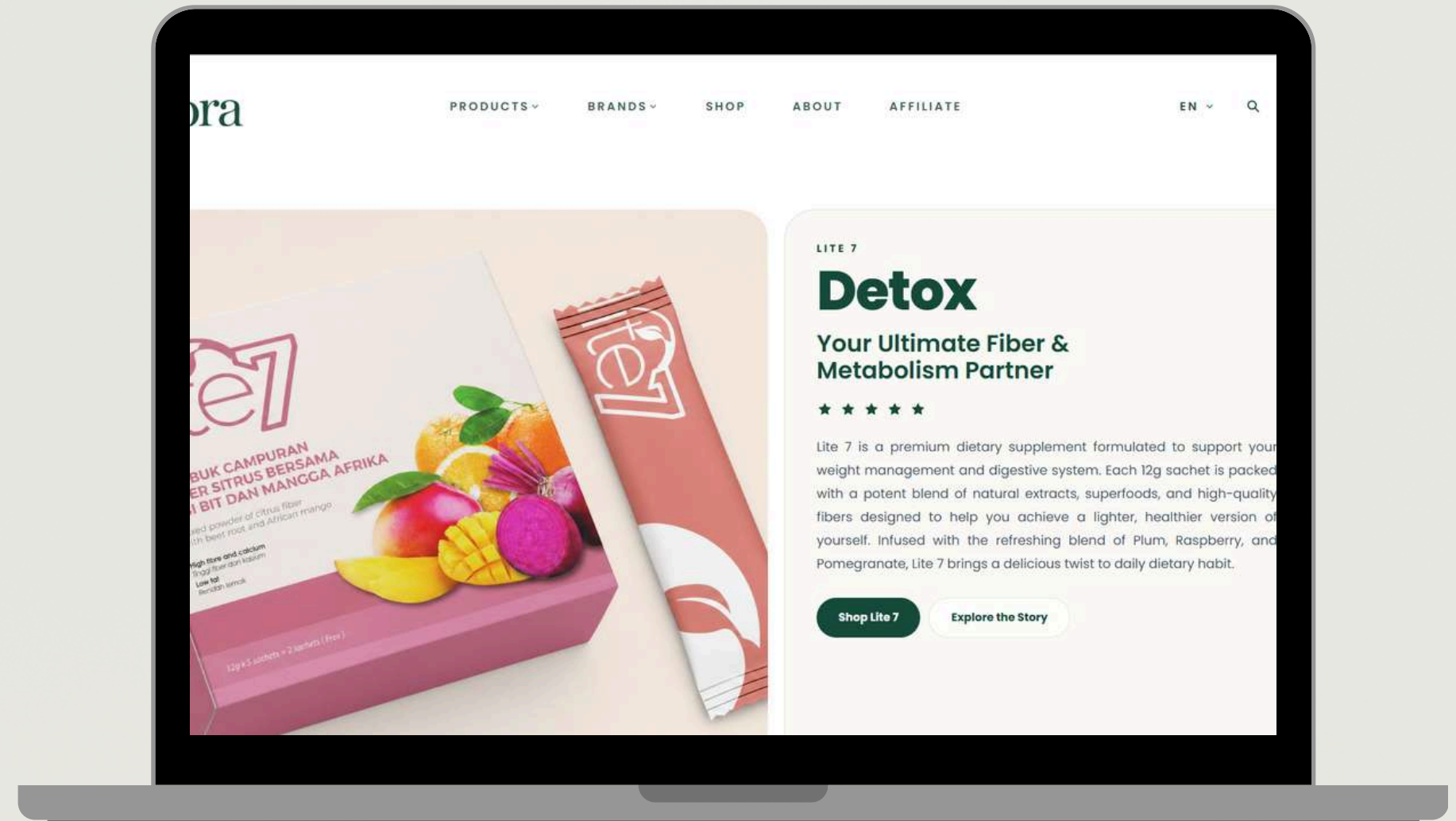
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01 Click on the “Brands” pull down menu in the main Afflora page



02 Choose the Afflora brand you would like to learn about

03 You will be redirected to the brand page, scroll down to view all information

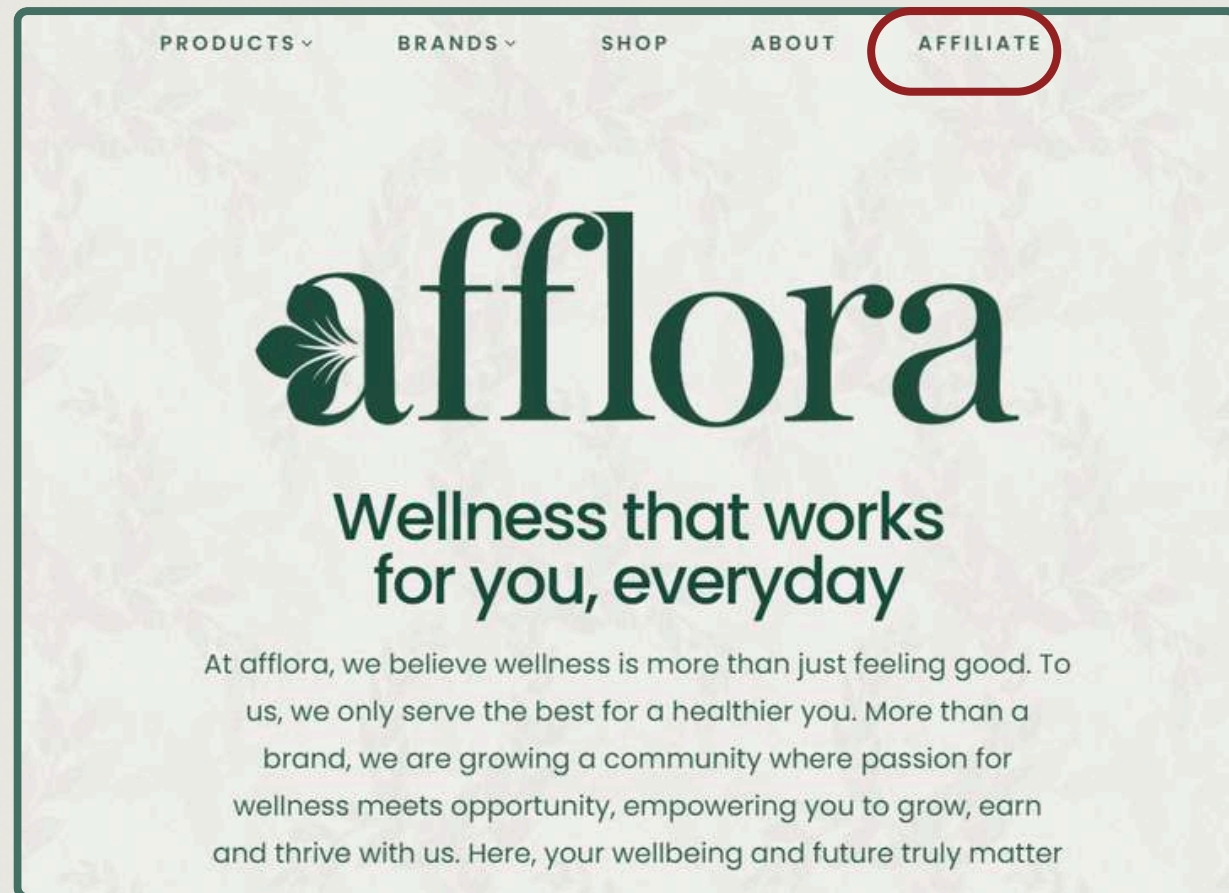


[afflora.co](https://afflora.co)

# Learn About Affiliate Information from the Affiliate Page

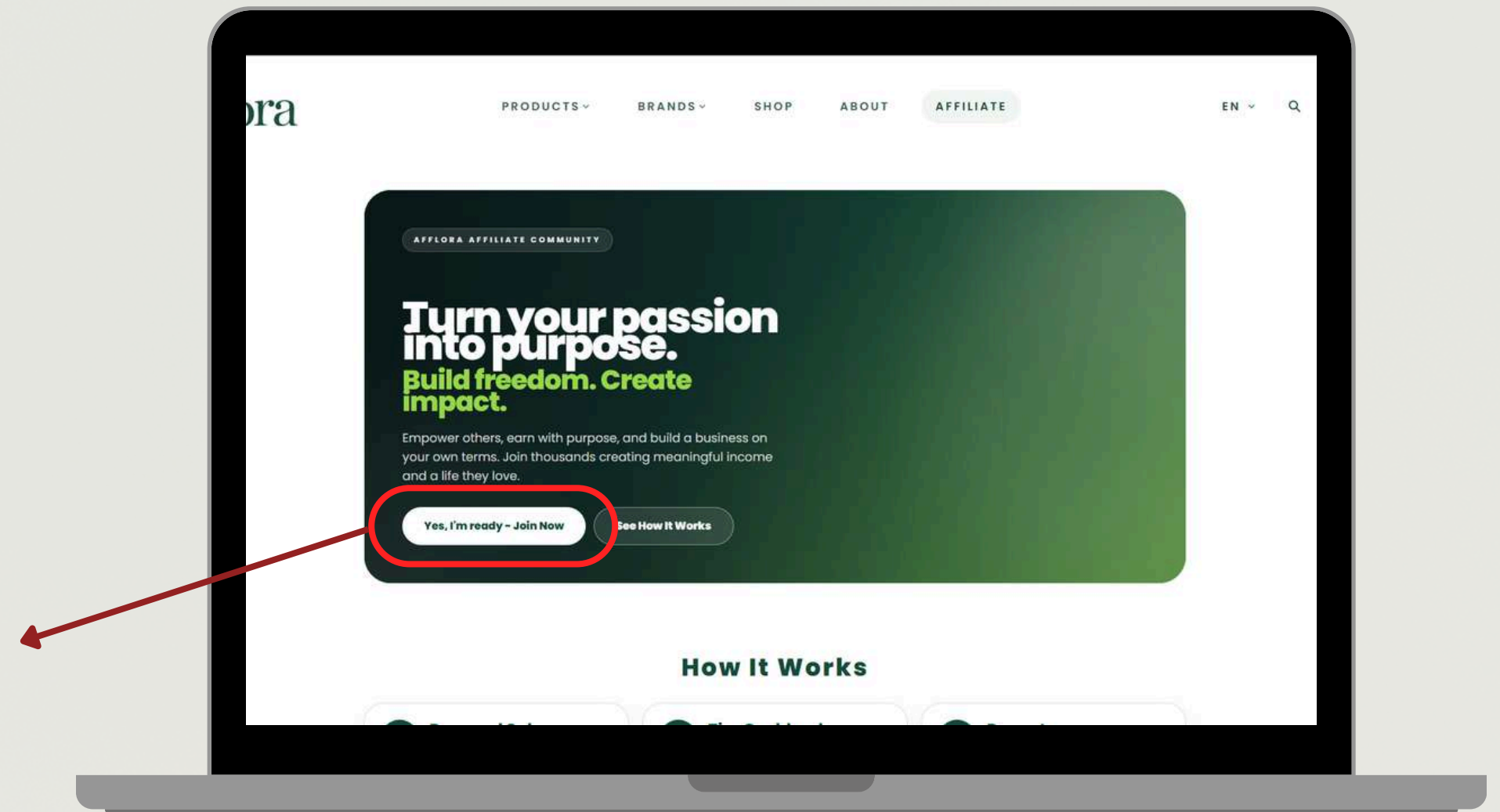
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01 Click on the “Affiliate” button



Click on “Yes, I’m ready - Join Now” button to sign up as affiliate

02 You will be redirected to the Afflora Affiliate page, scroll down to view all information



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# Quick Help Page

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### **I want to create account**

Click **Log In**, then register using your full name, email, password, and confirm password. You can also sign up using Google.

### **I forgot my password**

Click **Forgot Password** on the login page and follow the instructions.

### **I want 10% discount**

Use a valid affiliate **referral code or referral link**.

No minimum spend is required when using referral code or referral link.

### **I do not have referral code or link**

You can still buy directly from the website.

You may get **10% discount** if you spend **more than RM120 and sign up as an affiliate member**.

### **I want to track my order**

You can track your order by **logging in to your Afflora account** and checking **Order History**.

You may also track your order through the **WhatsApp message sent by Afflora**.

Open the WhatsApp message and check the tracking number or tracking link.

Please make sure your **phone number in your profile is correct**.

## **I did not receive WhatsApp message**

Please check:

- Your **phone number** in your Afflora profile is correct.
- Your phone has **internet connection**.
- Your **WhatsApp account is active**.
- The message is **not hidden or archived**.

If you still did not receive it, contact **Afflora customer support**.

## **I need help**

go to [\*\*Afflora Help Center\*\*](#) for FAQs or contact **Afflora customer support** for more specific issues

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# Thank you

**Contact**

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[info@afflora.co](mailto:info@afflora.co)

**Phone**

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[012 - 236 4675](tel:012-2364675)

**Website**

[afflora.co](http://afflora.co)