

Tesco Order & Collect Program FAQs

1) What is Tesco Order & Collect program?

Tesco Order & Collect enables customers to make orders for essential items via WhatsApp and collect the items on the same day the order is placed.

2) What items am I allowed to purchase using the Tesco Order & Collect program?

Customers can order essential groceries and fresh items only due to limited resources at our stores.

3) Is this service available in all Tesco stores in Malaysia?

The service is available in all stores **except Tesco Extra Puchong, Tesco Extra Cheras, Tesco Extra Selayang, Tesco Desa Tebrau, Tesco Mutiara Damansara, Tesco Melaka and Tesco KSL.**

4) Why is this service not available in the above stores?

This is due to limited resource and we are working to overcome this issue.

5) Can I place the orders while in the store?

Customers are encouraged to place orders via WhatsApp, however there is an Order & Collect booth available in Tesco Tanjung Pinang for customers to place orders.

6) What time is this service available?

Customers can place orders via WhatsApp anytime between 8am – 4pm daily. Last order is at 4pm.

7) What time can I collect my grocery items?

Upon receiving your order, the personal shoppers will advise you on your estimated collection time. The payment needs to be made within 30 minutes. And the last collection is at 6pm.

8) Is there any limit to number orders per day?

Yes. There are a total 100 slots available on a first come first serve basis. Customer will be notified via WhatsApp when order full upon contacting the stores on their dedicated WhatsApp number.

9) What is the dedicated WhatsApp contact number for each store?

Refer to table at the end of this FAQ.

10) How can I place my orders for this service?

Customers may send a WhatsApp text Message by providing their name, contact information a detailed shopping list with product name, quantity and weigh indication.

11) Is there a limit to the number of items I can order per transaction?

Yes. Every order through WhatsApp is limited to 25 items only.

12) What would happen if an item in my shopping list is not available?

In case of product unavailability, our personal shoppers will contact customers based on contact details provided in the order message to offer a suitable substitution. Customer may accept or reject offered substitution.

13) How would I know if my purchase is ready for collection?

Upon picking completion, our personal shopper will contact you to inform your collection time along with your purchase barcode.

14) Where do I make payment?

Customers may make payment by presenting purchase barcode at the dedicated Order & Collect counter in the store. This needs to be made within 30 minutes upon receiving the WhatsApp from Personal Shopper on the total and barcode.

15) Am I still entitled for Clubcard points for the purchases I make via Tesco Order & Collect?

Yes. Please present your Clubcard to our cashier before making payment at the counter.

16) What type of payment modes are accepted during payment.

We accept cash, credit card, debit card & e-wallet payments.

17) For more information on this Order and Collect Programme please refer to:

<https://www.tesco.com.my/Highlights/Campaigns/Order-Collect/HighlightDetails/>

WhatsApp contact number by stores and region.

Northern Region Stores

No	Store Name	Phone Number
1	Sungai Petani	011-53545010
2	Tanjung Pinang	011-39764469
3	Extra Ipoh	011-7020 9579
4	Station 18	011- 62071305
5	Stargate	011-28426539
6	Extra Penang	011-69882331
7	Mergong	011-64054124
8	Seri Iskandar	011-64323382
9	Manjung	011-70227162
10	Bertam Perdana	017-2457690
11	Kulim	011-28404628
12	Kota Bharu	011-11779810
13	Taiping	011-70740766
14	Penang Hyper	011-69712733
15	Bagan Ajam	011-62036748
16	Kampar	011-51464845
17	Bukit Mertajam	011-64506245
18	Ipoh	011-39609224
19	Extra Seberang Jaya	011-70204246
20	Jitra	011-28799647
21	SP South	011-28857743

Central East Region Stores

No	Store Name	Phone Number
1	Ampang	011-63678218
2	Ara Damansara	011-69770248
3	Bukit Beruntung	011-62116020
4	Kepong	011-62001811
5	Rawang	011-28598933
6	Wangsa Walk	011-69706003
7	Kajang	011-63798195
8	Semenyih	011-69384156
9	Bangi	011-69719348
10	IOI City	011-37989801
11	<i>Extra Cheras</i>	<i>Not Available</i>
12	<i>Extra Selayang</i>	<i>Not Available</i>

Central West Region Stores

No	Store Name	Phone Number
1	Klang	011-27384197
2	Nilai	011-60514668
3	Jenjarom	0 11-3171 0037
4	Bukit Puchong	011-31709757
5	Kuala Selangor	011-21629164
6	Paradigm	011-28971904
7	Puncak Alam	011-11684701
8	Setia Alam	011-37994335
9	Shah Alam	011- 60578817
10	<i>Extra Puchong</i>	<i>Not Available</i>
11	<i>Mutiara Damansara</i>	<i>Not Available</i>

Southern Region Stores

No	Store Name	Phone Number
1	Seremban 2	011 70215675
2	Seremban Jaya	011-63799459
3	Lukut	011-60613133
4	Melaka Cheng	011-63754525
5	Parit Raja	011-37916506
6	Extra Plentong	011-31706369
7	Setia Tropika	011-37695007
8	Eco Tropika	011-31703837
9	Bahau	011-60594254
10	Bukit Indah	011-61625962
11	Mutiara Rini	011-61222330
12	Seri Alam	011-31708722
13	Kulai	011-28445414
14	<i>KSL City Mall</i>	<i>Not Available</i>
15	<i>Desa Tebrau</i>	<i>Not Available</i>
16	<i>Melaka Hyper</i>	<i>Not Available</i>