

Rate Card for Seller Chargeback Model

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Return Fee
[DBZ&DBS] Returns (ABS=1)

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*Charges are at item level and are indicative only (the rates below are assuming the first mile return has an ABS of 1; the higher the returns ABS, the lower the returns cost), applicable to all categories.
*Returns rate here refers to the total cost associated with shipping an item from the customer back to the seller; including WH processing costs.
*(wm) refers to west malaysia; (em) refers to east malaysia; (bn) refers to Brunei.
e.g. [hk-sg] implies an item returned from the [sg] customer back to the [hk] seller.

Seller Origin	MY Origin Seller										SG Origin Seller					HK Origin Seller							
	Currency	MYR	MYR	MYR	SGD	HKD	TWD	PHP		MYR	MYR	SGD	HKD	TWD	PHP		MYR	MYR	SGD	HKD	TWD	PHP	PHP
Weight (kg)	wm - wm	wm - em	wm - bn	wm - sg	wm - hk	wm - tw	(sea) wm -	sg - wm	sg - em	sg - sg	sg - hk	sg - tw	(sea) sg - ph	hk - wm	hk - em	hk - sg	hk - hk	hk - tw	(air) hk - ph	(sea) hk - ph	tw - tw		
0.5	8.66	15.74	15.02	6.22	26.44	62.77	111.20	7.68	14.76	4.91	47.15	246.42	111.20	13.06	20.14	7.63	27.16	156.15	851.94	173.63		65.73	
1.0	10.18	17.26	22.56	7.85	28.12	63.21	154.34	8.22	15.29	5.23	69.54	430.50	154.34	18.97	26.05	10.67	29.56	249.96	1,633.83	279.21		69.13	
1.5	11.70	24.06	33.10	9.47	29.80	63.65	197.16	8.75	21.12	5.56	91.93	614.59	197.16	24.89	37.26	13.71	31.96	343.77	2,419.39	384.47		72.53	
2.0	13.21	28.14	43.57	11.10	31.48	64.09	238.43	9.28	24.21	5.88	114.31	798.67	238.43	30.80	45.73	16.75	34.36	437.58	3,201.40	488.17		75.93	
2.5	15.43	36.19	54.07	12.73	33.16	64.53	286.50	10.52	31.28	6.20	136.70	982.76	286.50	37.42	58.17	19.78	36.76	531.39	3,990.21	598.67		79.33	
3.0	16.95	40.27	64.50	14.36	34.84	64.97	334.89	11.05	34.37	6.52	159.09	1,166.84	334.89	43.33	66.65	22.82	39.16	625.20	4,779.34	709.50		82.73	
3.5	19.16	48.33	74.97	15.98	36.52	65.41	382.92	12.28	41.45	6.84	181.48	1,350.93	382.92	49.93	79.10	25.86	41.56	719.01	5,568.11	819.96		86.13	
4.0	20.67	52.40	85.62	17.61	38.20	65.85	431.54	12.81	44.54	7.16	203.87	1,535.01	431.54	55.85	87.58	28.90	43.96	812.82	6,357.48	931.02		89.52	
4.5	22.89	60.46	95.98	19.38	39.88	66.29	479.24	14.05	51.61	7.62	226.26	1,719.10	479.24	62.46	100.03	32.07	46.36	906.63	7,145.91	1,041.15		92.92	
5.0	24.41	64.53	106.52	21.00	41.56	66.73	527.63	14.58	54.70	7.94	248.65	1,903.18	527.63	68.37	108.50	35.11	48.76	1,000.44	7,935.05	1,151.98		96.32	
5.5	26.63	72.59	117.16	23.70	48.49	67.17	575.09	15.81	61.77	9.34	276.29	2,087.27	575.09	74.99	120.95	39.22	56.41	1,094.26	8,723.25	1,261.87		99.72	
6.0	28.14	76.66	127.52	25.33	55.42	67.61	622.55	16.35	64.87	9.66	303.93	2,271.35	622.55	80.90	129.42	42.26	64.06	1,188.07	9,511.45	1,371.76		103.12	
6.5	30.36	84.72	138.21	26.96	62.35	68.05	670.01	17.58	71.94	9.98	331.57	2,455.44	670.01	87.52	141.88	45.30	71.71	1,281.88	10,299.65	1,481.66		106.52	
7.0	31.88	88.79	148.42	28.58	69.28	68.49	717.46	18.12	75.03	10.30	359.21	2,639.52	717.46	93.43	150.34	48.34	79.36	1,375.69	11,087.85	1,591.55		109.92	
7.5	34.09	96.85	158.89	30.21	76.21	68.93	764.92	19.34	82.10	10.62	386.85	2,823.61	764.92	100.04	162.80	51.38	87.01	1,469.50	11,876.05	1,701.44		113.32	
8.0	35.60	100.92	169.57	31.84	83.14	69.37	812.38	19.87	85.20	10.94	414.38	3,007.69	812.38	105.95	171.27	54.41	94.67	1,563.31	12,664.24	1,811.33		116.71	
8.5	37.82	108.98	180.07	33.47	90.07	69.81	859.84	21.11	92.27	11.27	442.13	3,191.77	859.84	112.57	183.72	57.45	102.32	1,657.12	13,452.45	1,921.23		120.11	
9.0	39.34	113.05	190.76	35.09	97.00	70.25	907.29	21.64	95.35	11.59	469.77	3,375.86	907.29	118.48	192.19	60.49	109.97	1,750.93	14,240.64	2,031.12		123.51	
9.5	41.56	121.11	201.19	36.72	103.93	70.69	954.75	22.88	102.43	11.91	497.41	3,559.94	954.75	125.09	204.64	63.53	117.62	1,844.74	15,028.84	2,141.01		126.91	
10.0	43.07	125.18	211.73	38.35	110.86	71.13	1,002.21	23.41	105.52	12.23	525.05	3,744.03	1,002.21	131.01	213.12	66.57	125.27	1,938.55	15,817.05	2,250.91		130.31	
10.5	45.29	98.20	222.34	41.51	117.79	71.57	1,049.67	24.65	77.56	14.09	552.69	3,928.11	1,049.67	137.62	190.53	71.14	132.92	2,032.36	16,605.24	2,360.80		133.71	
11.0	46.81	102.27	232.63	43.14	124.72	72.01	1,097.13	25.18	80.64	14.41	580.33	4,112.20	1,097.13	143.54	199.00	74.18	140.57	2,126.18	17,393.44	2,470.69		137.11	
11.5	49.02	107.20	243.09	44.76	131.65	72.45	1,144.58	26.41	84.59	14.73	607.97	4,296.28	1,144.58	150.14	208.32	77.22	148.22	2,219.99	18,181.64	2,580.58		140.50	
12.0	50.53	111.28	253.78	46.39	138.58	72.89	1,192.04	26.94	87.68	15.05	635.61	4,480.37	1,192.04	156.05	216.80	80.25	155.87	2,313.80	18,969.84	2,690.48		143.90	
12.5	52.75	116.20	264.06	48.02	145.51	73.33	1,239.50	28.18	91.63	15.37	663.25	4,664.45	1,239.50	162.67	226.12	83.29	163.52	2,407.61	19,758.04	2,800.36		147.30	
13.0	54.27	120.28	274.57	49.65	152.44	73.77	1,286.96	28.71	94.72	15.69	690.89	4,848.54	1,286.96	168.58	234.60	86.33	171.17	2,501.42	20,546.24	2,910.26		150.70	
13.5	56.49	125.21	285.22	51.27	159.37	74.21	1,334.42	29.95	98.67	16.01	718.53	5,032.62	1,334.42	175.20	243.92	89.37	178.82	2,595.23	21,334.44	3,020.15		154.10	
14.0	58.00	129.29	295.43	52.90	166.30	74.65	1,381.87	30.48	101.76	16.34	746.17	5,216.71	1,381.87	181.11	252.39	92.41	186.47	2,689.04	22,122.64	3,130.04		157.50	
14.5	60.21	134.21	305.82	54.53	173.23	75.09	1,429.33	31.71	105.70	16.66	773.81	5,400.79	1,429.33	187.72	261.71	95.45	194.12	2,782.85	22,910.84	3,239.94		160.90	
15.0	61.73	138.29	316.36	56.16	180.16	75.53	1,476.79	32.24	108.79	16.98	801.45	5,584.88	1,476.79	193.63	270.18	98.49	201.77	2,876.66	23,699.04	3,349.83		164.30	
15.5	63.95	143.21	327.08	57.78	187.09	75.97	1,524.25	33.47	112.74	17.30	829.09	5,768.96	1,524.25	200.24	279.51	101.52	209.42	2,970.47	24,487.24	3,459.72		167.69	
16.0	65.47	147.29	337.91	59.41	194.02	76.41	1,571.70	34.01	115.83	17.62	856.73	5,953.05	1,571.70	206.16	287.98	104.56	217.07	3,064.29	25,275.44	3,569.61		171.09	
16.5	67.68	152.22	348.27	61.04	200.95	76.84	1,619.16	35.24	119.78	17.94	884.37	6,137.13	1,619.16	212.77	297.31	107.60	224.73	3,158.10	26,063.64	3,679.50		174.49	
17.0	69.20	156.30	358.74	62.67	207.88	77.28	1,666.62	35.78	122.87	18.27	912.01	6,321.21	1,666.62	218.69	305.78	110.64	232.38	3,251.91	26,851.84	3,789.40		177.89	
17.5	71.42	161.23	369.35	64.29	214.81	77.72	1,714.08	37.01	126.82	18.59	939.65	6,505.30	1,714.08	225.30	315.11	113.68	240.03	3,345.72	27,640.04	3,899.29		181.29	
18.0	72.94	165.30	379.42	65.92	221.74	78.16	1,761.54	37.55	129.91	18.91	967.29	6,689.38	1,761.54	231.21	323.58	116.72	247.68	3,439.53	28,428.23	4,009.18		184.69	
18.5	75.14	170.23	390.28	67.55	228.67	78.60	1,808.99	38.77	133.86	19.23	994.93	6,873.47	1,808.99	237.82	332.91	119.75	255.33	3,533.34	29,216.43	4,119.08		188.09	
19.0	76.66	174.30	400.57	69.18	235.60	79.04	1,856.45	39.30	136.94	19.55	1,022.56	7,057.55	1,856.45	243.73	341.37	122.79	262.98	3,627.15	30,004.64	4,228.97		191.49	
19.5	78.88	179.23	410.96	70.80	242.53	79.48	1,903.91	40.54	140.89	19.87	1,050.20	7,241.64	1,903.91	250.35	350.70	125.83	270.63	3,720.96	30,792.83	4,338.86		194.88	
20.0	80.40	183.31	421.65	72.43	249.46	79.92	1,951.37	41.07	143.98	20.19	1,077.84	7,425.72	1,951.37	256.26	359.17	128.87	278.28	3,814.77	31,581.03	4,448.75		198.28	
20.5	82.71	188.23	432.15	75.75	256.39	80.36	1,998.83	42.40	147.93	22.21	1,105.48	7,609.81	1,998.83	262.97	368.50	133.60	285.93	3,908.58	32,369.24	4,558.65		201.68	
21.0	84.23	192.31	442.65	77.38	263.32	80.80	2,046.28	42.94	151.02	22.53	1,133.12	7,793.89	2,046.28	268.88	376.97	136.64	293.58	4,002.39	33,157.43	4,668.54		205.08	
21.5	86.55	197.24	453.16	79.01	270.25	81.24	2,093.74	44.28	154.97	22.85	1,160.76	7,977.98	2,093.74	275.60	386.30	139.68	301.23	4,096.21	33,945.63	4,778.43		208.48	
22.0	88.07</																						

Rate Card for Seller Chargeback Model

Return Fee

[DBZ&DBS] Returns (ABS=1)

*Charges are at item level and are indicative only (the rates below are assuming the first mile return has an ABS of 1; the higher the returns ABS, the lower the returns cost), applicable to all categories.
*Returns rate here refers to the total cost associated with shipping an item from the customer back to the seller, including WH processing costs.

*sg-ph route no longer support returns starting 30th Nov 2025.

*[wm] refers to west malaysia; [em] refers to east malaysia; [bn] refers to Brunei.

eg. [sg - hk] implies to package being shipped from [sg] seller to [hk] customer.

Return Rate Card (LCY)

Last Updated on: 30th Nov 2025

Seller Origin		MY Origin Seller						SG Origin Seller				HK Origin Seller			
Currency	MYR	MYR	MYR	SGD	HKD	PHP		MYR	MYR	SGD	HKD	MYR	MYR	SGD	PHP
Weight (kg)	wm - wm	wm - em	wm - bn	wm - sg	wm - hk	wm - ph		sg - wm	sg - em	sg - sg	sg - hk	hk - wm	hk - em	hk - sg	hk - hk
0.5	8.62	15.70	21.64	5.86	24.77	104.75	8.31	15.39	4.58	42.68	10.53	8.98	25.33	17.60	104.13
1.0	10.10	17.18	23.50	7.50	26.45	139.23	9.48	16.56	4.93	62.25	13.91	20.99	13.73	27.56	138.01
1.5	11.58	18.04	24.95	9.14	28.12	173.70	10.65	17.73	5.29	81.83	17.29	29.66	18.49	29.80	171.86
2.0	13.06	19.99	26.45	10.78	29.80	208.31	11.81	18.90	5.65	101.41	20.67	35.60	23.25	32.03	203.86
2.5	15.24	21.40	27.99	12.42	31.47	242.14	13.69	20.44	6.01	120.99	24.76	45.52	28.01	34.26	243.08
3.0	16.72	22.90	29.49	14.06	33.15	276.32	14.85	21.97	6.37	140.56	28.14	51.46	32.77	36.49	282.64
3.5	18.89	24.06	30.99	15.70	34.82	310.25	16.71	23.48	6.72	160.14	32.22	61.39	37.53	38.73	321.96
4.0	20.37	25.10	32.49	17.34	36.50	344.75	17.88	24.99	7.08	179.72	35.60	67.33	42.29	40.96	361.84
4.5	22.56	26.14	34.00	18.98	38.17	378.75	19.75	26.50	7.58	199.30	39.69	77.25	47.18	43.19	400.80
5.0	24.03	27.18	35.50	20.62	39.85	412.75	20.92	28.01	7.93	218.87	43.07	83.19	51.94	45.42	440.37
5.5	26.22	28.22	37.00	22.26	41.53	446.75	22.79	29.52	8.36	237.90	47.15	93.11	57.77	52.91	479.94
6.0	27.70	29.26	38.50	23.90	43.21	480.75	23.96	31.03	8.72	256.93	50.54	99.06	62.53	60.39	518.89
6.5	29.88	30.30	40.00	25.54	44.89	514.75	25.83	32.54	9.08	275.96	54.62	108.98	67.29	67.87	558.78
7.0	31.36	31.34	41.50	27.18	46.57	548.75	27.00	34.05	9.44	294.99	58.01	114.92	72.04	75.35	598.09
7.5	33.53	32.38	43.00	28.82	48.25	582.75	28.86	35.56	9.80	314.02	62.08	124.84	76.80	82.84	637.66
8.0	35.01	33.42	44.50	30.46	49.93	616.75	30.03	37.07	11.15	333.05	66.46	130.78	81.56	90.32	676.88
8.5	37.19	34.46	46.00	32.10	51.61	650.75	31.90	38.58	11.51	352.08	69.55	140.71	86.32	97.80	716.19
9.0	38.67	35.50	47.50	33.74	53.29	684.75	33.07	40.09	11.87	371.11	72.93	146.64	91.08	105.28	756.08
9.5	40.85	36.54	49.00	35.38	54.97	718.75	34.94	41.60	12.23	390.14	77.02	156.57	95.84	112.76	795.03
10.0	42.33	37.58	50.50	37.02	56.65	752.75	36.11	43.11	12.59	409.17	80.40	162.51	100.60	120.25	834.60
10.5	44.52	38.62	52.00	38.66	58.33	786.75	37.98	44.62	14.48	428.20	84.49	168.49	106.89	127.73	874.17
11.0	46.00	39.66	53.50	40.30	60.01	820.75	39.15	46.13	14.83	447.23	87.87	174.43	111.65	135.21	913.48
11.5	48.17	40.70	55.00	41.94	61.69	854.75	41.01	47.64	15.19	466.26	91.94	180.36	116.41	142.69	953.02
12.0	49.65	41.74	56.50	43.58	63.37	888.75	42.18	49.15	15.55	485.29	95.33	186.30	121.16	150.18	992.33
12.5	51.83	42.78	58.00	45.22	65.05	922.75	44.05	50.66	15.91	504.32	99.18	192.24	125.92	157.66	1031.90
13.0	53.31	43.82	59.50	46.86	66.73	956.75	45.22	52.17	16.27	523.35	102.80	198.18	130.68	165.14	1071.11
13.5	55.49	44.86	61.00	48.50	68.41	990.75	47.09	53.68	16.62	542.38	106.88	204.13	135.44	172.62	1110.42
14.0	56.97	45.90	62.50	50.14	70.09	1024.75	48.26	55.19	16.98	561.41	110.26	209.99	140.20	180.11	1150.31
14.5	59.14	46.94	64.00	51.78	71.77	1058.75	50.12	56.70	17.34	580.44	114.34	215.94	144.96	187.59	1189.62
15.0	60.62	47.98	65.50	53.42	73.45	1092.75	51.28	58.21	17.70	599.47	117.72	221.82	149.72	195.07	1228.83
15.5	62.80	48.99	67.00	55.06	75.13	1126.75	53.16	59.72	18.06	618.50	121.81	227.69	154.47	202.55	1268.40
16.0	64.28	49.99	68.50	56.70	76.81	1160.75	54.32	61.23	18.42	637.53	125.19	233.56	159.23	210.04	1307.71
16.5	66.47	50.99	70.00	58.34	78.49	1194.75	56.20	62.74	18.77	656.56	129.28	239.43	163.99	217.52	1347.60
17.0	67.95	51.99	71.50	60.00	80.17	1228.75	57.36	64.25	19.13	675.59	133.66	245.30	168.75	225.00	1386.56
17.5	70.13	52.99	73.00	61.64	81.85	1262.75	59.23	65.76	19.49	694.62	137.74	251.17	173.51	232.48	1426.13
18.0	71.61	53.99	74.50	63.28	83.53	1296.75	60.40	67.27	19.85	713.65	140.13	257.04	178.27	239.96	1465.70
18.5	73.78	54.99	76.00	64.92	85.21	1330.75	62.26	68.78	20.21	732.68	144.20	262.91	183.03	247.45	1504.65
19.0	75.26	55.99	77.50	66.56	86.89	1364.75	63.43	70.29	20.56	751.71	147.59	268.78	187.78	254.93	1544.54
19.5	77.44	56.99	79.00	68.20	88.57	1398.75	65.30	71.80	20.92	770.74	151.67	274.65	192.54	262.41	1583.85
20.0	78.92	57.99	80.50	69.84	90.25	1432.75	66.47	73.31	21.28	789.77	155.05	280.52	197.30	269.89	1623.42
20.5	81.20	58.99	82.00	71.48	91.93	1466.75	68.44	74.82	23.33	808.80	159.23	286.39	203.75	277.38	1662.63
21.0	82.68	59.99	83.50	73.12	93.61	1500.75	69.60	76.33	23.69	827.83	162.62	292.26	208.51	284.86	1701.94
21.5	84.97	60.99	85.00	74.76	95.29	1534.75	71.58	77.84	24.04	846.86	166.81	298.13	213.27	292.34	1741.83
22.0	86.44	61.99	86.50	76.40	96.97	1568.75	72.75	79.35	24.40	865.89	170.19	304.00	218.03	299.82	1780.79
22.5	88.73	62.99	88.00	78.04	98.65	1602.75	74.73	80.86	24.76	884.92	174.38	309.87	223.79	307.31	1820.36
23.0	90.21	63.99	89.50	79.68	100.33	1636.75	75.89	82.37	25.12	903.95	178.57	315.74	229.64	314.79	1859.93
23.5	92.49	64.99	91.00	81.32	102.01	1670.75	77.86	83.88	25.48	922.98	182.76	321.61	235.61	322.27	1899.24
24.0	93.97	65.99	92.50	82.96	103.69	1704.75	79.03	85.39	25.83	942.01	186.95	327.48	241.48	329.75	1938.77
24.5	96.24	66.99	94.00	84.60	105.37	1738.75	80.99	86.90	26.19	961.04	191.14	333.35	247.35	337.24	1978.08
25.0	97.72	67.99	95.50	86.24	107.05	1772.75	82.16	88.41	26.55	980.07	195.33	339.22	253.22	344.72	2017.66
25.5	100.01	68.99	97.00	87.88	108.73	1806.75	84.14	89.92	26.91	999.10	199.52	345.09	259.09	352.20	2056.86
26.0	101.49	69.99	98.50	89.52	110.41	1840.75	85.31	91.43	27.27	1018.13	203.71	350.96	264.96	359.68	2096.18
26.5	103.77	70.99	100.00	91.16	112.09	1874.75	87.27	92.94	27.62	1037.16	207.90	356.83	270.83	367.17	2136.06
27.0	105.25	71.99	101.50	92.80	113.77	1908.75	88.44	94.45	27.98	1056.19	212.09	362.70	276.70	374.66	2175.38
27.5	107.53	72.99	103.00	94.44	115.45	1942.75	90.42	96.00	28.34	1075.22	216.28	368.57	282.57	382.15	2214.59
28.0	109.01	73.99	104.50	96.08	117.13	1976.75	91.58	97.51	28.70	1094.25	220.47	374.44	288.44	389.64	2253.81
28.5	111.29	74.99	106.00	97.72	118.81	2010.75	93.55	99.02	29.06	1113.28	224.66	380.31	294.31	397.13	2293.02
29.0	112.77	75.99	107.50	99.36	120.49	2044.75	94.72	100.53	29.41	1132.31	228.85	386.18	299.98	404.58	2332.23
29.5	115.06	76.99	109.00	101.00	122.17	2078.75	96.69	102.04	29.77	1151.34	233.04	392.05	305.85	412.06	2371.44
30.0	116.54	77.99	110.50	102.64	123.85	2112.75	97.86	103.55	30.13	1170.37	237.23	397.92	311.72	419.54	2410.65