



PACKING AND DELIVERY GUIDELINES FOR PERISHABLES



Some of the food we ship



- Confectionery (eg: kuih, cookies)
- Canned goods
- Dried foods
- Fruits



Examples of the food we ship



- Fruits that are under ripe at least for 3 days
- Fruits categories : dried fruits (eg: dates, dried mango, dried apricot etc), tropical fruits, (eg: banana, mangosteen, rose apple, guava, mango etc), melons, (eg: watermelon, honeydew etc)
- Grains (eg: corn, oats, millet etc)
- Confectionary like kek lapis sarawak in vacuum pack, serunding
- Canned Goods and dried food packaged in can, plastic jar, plastic bottle, plastic container or tin



1. Restricted Food

- Food that is sensitive to temperature/heat
- Food that has strong odor
- Berries
- Fruits that are 3 days away from being ripe
- Biscuits which are thin, crispy, heavy filling and easy to melt like tempeyek, pineapple tart, almond london, etc
- Ketupat, lemang, dodol, rendang
- Food stored in glass jars, glass bottles, glass containers
- Braised foods



2. Service Availability



CONFECTIONERY (EG: KUIH & COOKIES)

- Delivery Service : Within Malaysia
- Pick Up Days Available : Monday - Thursday (All States, except Kelantan and Terengganu) Sunday - Wednesday (Kelantan and Terengganu)

2. Service Availability – cont.



CANNED GOODS

- Delivery Service : Within Malaysia
- Pick Up Days Available : GDEX normal working days

2. Service Availability – cont.



FRUITS

Delivery Service : Within Peninsular Malaysia;
Within East Malaysia

Pick Up Days Available : Monday - Thursday (All States,
except Kelantan and Terengganu); Sunday - Wednesday
(Kelantan and Terengganu)

How to ship food?

- Confectionery (eg: kuih, cookies)
- Canned goods
- Dried foods
- Fruits



1. Selection



Some food travel better than others. For foods that are not suitable for delivery, please refer to restricted list above.

Hard-skinned fruits work better for shipping as they tend to bruise less. Select fruits that are under-ripe and are free of any gashes and brown spots.

Select cookies that are not easily breakable or does not have heavy filling.

2. Packaging



Packaging is important to keep your food fresh and safe.

A cardboard shipping box with air holes is ideal for fruits. Each fruit should be individually wrapped in paper.

For other perishables, ensure packaging is sturdy, eg: corrugated boxes. Fill any empty space with dunnage to prevent movement during transit.

3. Shipping



Timing is important for perishable deliveries.

Ship your perishables earlier in the week for speedy deliveries. Kindly refer to our service availability and pickup day availability.

Track your shipments in real time, via GDEX customer app (available on ios & android) & GDEX website.