

Website FAQ

Shopping

Q1. Where can I buy GT Mobile products?

GT Mobile products are available on our website, www.gtmobile.sg, or through a vast number of store-based retailers in Singapore, Malaysia, Taiwan. For a complete list of our business partners, view our [Store Locations](#) section.

Deals & Promotions

Q2. Where can I find Coupons?

When Coupon savings are available, the Coupon code will be featured on the specific product page for which that code is viable. Coupons may also be featured in GT Mobile newsletters. [Sign up](#) to regularly receive GT Mobile news and offers by email.

Q3. How do I use Coupons?

Coupons can be applied to your purchase by copying and pasting the Coupon code into the Coupon field in your shopping cart.

Shipping & Delivery

Q4. What shipping options are available?

GT Mobile offers free standard shipping on nearly all products in Singapore. Standard delivery orders generally arrive 1-2 days after you paying for the order.

Q5. Will GT Mobile confirm my order?

A confirmation e-mail is automatically generated and sent to your designated inbox upon placement of any order with GT Mobile.

Q6. Do I have to be present at time of delivery to receive my package?

Yes, GT Mobile staffs will deliver the items to your designated address. GT Mobile policy requires a signature for delivery to be made.

Q7. Can I change the delivery address of my order?

Note that your order will be delayed if the shipping address is altered.

To change your delivery address, please call +65 68359885, or email to service@gtmobile.sg.

Q8.Can I have my purchase shipped overseas?

GT Mobile is unable to ship orders internationally from the Singapore due to export restrictions and policies. However, you can buy products in store, and please view our [Store Locations](#) section.

Q9.Should I refuse to take delivery of my order if I intend to return it?

It is important that you accept delivery of your GT Mobile order as not doing so will tag the package as undeliverable, resulting in a 15% restocking fee assessed to the customer's account.

Payment

Q10. What payment methods can I use?

GT Mobile offers several payment options for purchases made on www.gtmobile.sg, including:

- Paypal Account

- VISA

- Mastercard

Returns & Refunds

Q13. What is GT Mobile's return policy?

To begin the returns process, please email a [Return Merchandise Authorization form](#) to service@gtmobile.sg. A member of our Sales team will then contact you to initiate your return. Note that all refund requests must be initiated within 30 days of original purchase.

Upon approval of, and receipt of your return, we'll credit your account within 10 business days.

GT Mobile will accept the return or exchange of a product in its original package for a full refund in cases of GT Mobile error. Returns allowed for any other reason will be subject to a restocking fee equal to 15% of the purchase amount

GT Mobile does not provide refunds or credits for portions of a packaged offering provided at a single price or for preloaded software products installed by GT Mobile.

Q14. How do I return an item?

To set up a return online, please email to service@gtmobile.sg.

Please note that any authorized return must include the product and all accessories in their original packaging, along with all documentation (i.e., invoice, RMA and original shipping label), and must be received at the GT Mobile Return Center within 10 days of obtaining the RMA. Returns that do not follow these steps will be refused by GT Mobile. Customer assumes risk of loss and damage for packages returned without an RMA.

If at any point you require additional assistance with setting up your return, please contact GT Mobile at +65 68359885.

Q15. Should I refuse to take delivery of my order if I intend to return it?

It is important that you accept delivery of your GT Mobile order as not doing so will tag the package as undeliverable, resulting in a 15% restocking fee assessed to the customer's account.

Services & Support

Q16. Where can I go for technical support?

When seeking technical support, the best place to begin is at the www.gtmobile.sg [Technical Support section](#). This page contains a vast amount of resources including product manuals, Applications and product FAQs.

If you still cannot find the technical support you need, you can send emails to service@gtmobile.sg.

Q17. I have a great idea, how do I tell GT Mobile?

To submit an idea or feedback to GT Mobile, please send an e-mail with your comments to service@gtmobiles.sg.

Privacy & Security

Q18. Is ordering online safe?

Purchasing online from GT Mobile is extremely safe. Our website uses 128-bit encryption (one of the most powerful available) to protect any sensitive information you enter and transfer on our site.

We're so sure about the security of our website that we back each purchase with a Safe Shopping Guarantee.

Q19. How will my personal information be used by GT Mobile?

This statement applies to GT Mobile Web Sites Worldwide that are linked to this privacy policy.

➤ Personal Information

In general, you can visit us on the Internet without telling us who you are or giving us personal information such as your name, email, and contact information. There are times when we may need information from you, for instance: to process an order, to correspond, to provide a subscription or in connection with a job application. We may supplement this information to complete a transaction or to provide a better service.

➤ Uses

- To fulfill your requests by us or by others involved in fulfillment.
- To contact you for customer satisfaction surveys, market research or in connection with certain transactions.
- By GT Mobile and selected organizations for marketing purposes if you have permitted such use.
- In a non-identifiable format for analysis (e.g., Clickstream Data).
- To develop our business relationship if you represent a GT Mobile Business Partner.

➤ Your Choices

- When we collect information from you, you may tell us that

you do not want it used for further marketing contact and we will respect your wishes.

- You may access your "My Account" to update your communication preferences.
- You may also turn off cookies in your browser.