



BLACKBIXON SDN. BHD. Reg. No.: 202001022371 (1378691-W) (AJL 932364)

No. 47, Jalan Taming Dua, Taman Taming Jaya,
43300 Seri Kembangan, Selangor, Malaysia.

Tel: (603) 8961 2268 Email: info@blackbixon.com Website: www.blackbixon.com

FAQ (FREQUENTLY ASKED QUESTIONS)

(1) How to register as a BlackBixon Member?

You may visit www.blackbixon.com, click on “Login/Register”, select “Join Now”, fill up the online registration form, select your ideal subscription plan and complete the payment. Once the registration and subscription process are completed, you will receive an email from BlackBixon with your new BlackBixon ID Number and a temporary password to log in to your member dashboard.

(2) Can I still register as a BlackBixon member if I do not have a Referral?

Yes. Your referral will automatically fall under our company BlackBixon.

(3) What are the payment methods available for BlackBixon Packages and other online payment orders?

You may pay using the following options:

- Credit Card / Debit Card (Visa / Master)
- FPX Online Banking (For Malaysia only)
- eWallet (Grab Pay, Boost, Touch’nGo, Shopee Pay, MCash, MAE by Maybank)
- BlackBixon e-Wallet

(4) Does BlackBixon provide an installment plan with 0% interest?

BlackBixon provides a 0% installment plan for “Public Bank & Hong Leong Bank” credit card users only subject to a minimum purchase of RM501 in a single transaction. You can choose either a 6 or 12 months installment plan. Kindly be advised that the installment plan is only applicable for online purchases.

(5) How do I track My Order?

Login to your member dashboard, click on “My Account”, select “Order History”

(6) When will I receive my order?

Delivery of products will be arranged on the next working day upon successful payment of an order. The normal delivery for orders in Malaysia is within 7 to 10 working days. However, in remote areas in Malaysia, the delivery may take longer. If you did not receive your order within the normal delivery time, you may contact our Customer Service Hotline for assistance regarding the status of delivery of your parcel.

(7) Can I change my order or address once submitted??

Once you place an order, the process will begin immediately. Hence, changes are not allowed.

(8) Does BlackBixon provide a “Cash on Delivery (COD)” service?

No, we do not provide COD service.

(9) What if I do not remember my BlackBixon ID Number?

You may call BlackBixon Customer Service Hotline at 603-89612268 or email cs@blackbixon.com to retrieve your BlackBixon ID Number. For security purposes, you may be required to provide additional information for identity verification.

(10) I have forgotten my login password. How can I retrieve it?

You may go to www.blackbixon.com, click on "Login/Register", followed by "forgot password", fill up your registered email address and click on "Submit". A reset password link will email to your registered email address. You may enter your new password and Login in to your member dashboard.

(11) How to access and change my profile information?

You may update your personal information by login into your member dashboard. Click on "My Account", select "Account Setting", complete the information you would like to update.

(12) How are commissions being paid out?

Commissions will be credited into your e-Wallet account. The commission will be issued and credited into your authorized Bank Account with a withdrawal request. Please ensure your bank account information is updated and the bank account holder details are the same as registered with BlackBixon.

(13) Can I transfer the commission in my e-Wallet to my bank account if my bank information has not been updated?

No. The bank account information must be provided before an e-Wallet transfer can be performed.

(14) Are there any privacy protection measures for my personal information submitted online?

All personal data submitted will be kept highly confidential in compliance with Personal Data Protection Act 2010 ("the Act"). Your contact information will be used solely by BlackBixon Sdn. Bhd. for contact or promotional purposes only.

(15) How to operate BlackBixon Coffee Machine?

- (i) Fill the water tank with room temperature filtered water until the maximum level. Turn the machine "ON" by pushing the Power button. The two buttons' lights will start flashing blue for approximately 45 seconds while the machine is heating up. The machine is ready to use when the blue light stops blinking.
- (ii) Lift the handle and insert the BlackBixon Coffee Capsule. Close the handle and place a cup under the coffee outlet.
- (iii) Select your desired cup size, by pressing the Espresso (40ml) or Lungo (110ml) button to brew. Brewing is done when the indicator stops blinking. Your coffee is ready to serve.
- (iv) You may go to www.blackbixon.com, click on "NEWS", followed by "Videos", select "BlackBixon Coffee Machine Operating Instructions" to view the instructional video.

(16) How to Clean BlackBixon Coffee Machine?

- (i) Clean the coffee outlet regularly with a damp cloth. Do not immerse the BlackBixon Coffee Machine in water, it will get an electric shock.
- (ii) Lift the handle and the capsule will drop automatically into the used capsule container.
- (iii) Pull out the capsule container and the drip tray, empty the drip tray, the drip base, and the capsule container every day. Also, remove the water tank with its lid and clean them all with odorless detergent and rinse them with water.
- (iv) Dry with a fresh and clean towel, cloth, or paper and reassemble all parts.
- (v) To avoid dripping and dirty infuser, suggest disposing of the used capsule from the capsule container daily.
- (vi) You may go to www.blackbixon.com, click on "NEWS", followed by "Videos", select "How to Clean BlackBixon Coffee Machine" to view the instructional video.

(17) How to Reset BlackBixon Coffee Machine to Factory Settings?

- (i) With the machine turned ON, press and hold the Lungo and Power button for 3 seconds at the same time.
- (ii) The blue flashing lights will blink fast 3 times to confirm the machine has been reset to factory settings.
- (iii) You may go to www.blackbixon.com, click on "NEWS", followed by "Videos", select "How to Reset BlackBixon Coffee Machine" to view the instructional video.

If your query hasn't been answered in our FAQs, don't hesitate to contact our team directly at 603-89612268, 0111-0622268 or email us at cs@blackbixon.com or send us a message through www.blackbixon.com ('Under Contact Us') and we are more than happy to answer any questions you may have about our products & services, machines or accessories!