

Inspired Gift FAQs

1. What are UNICEF Inspired Gifts?

Inspired Gifts are real, life-saving and life-changing gifts that are distributed to children and their communities around the world throughout the year. Not only do they provide the receiver with a great sense of satisfaction, they also provide a practical item for the field; helping save, improve and protect the lives of the world's most vulnerable children. Each gift you buy is delivered to the field.

2. How do Inspired Gifts Work?

When you buy an Inspired Gift for friends or family, it is immediately dispatched to reach a child who needs it now. An exclusive UNICEF Paper Doll craft card will be post to the person you name as being your gift's donor. Be sure to put your recipient's name and address in the "Ship To" section during checkout.

3. When will my card be delivered?

Your exclusive UNICEF Paper Doll Card will be delivered within 7 - 14 days. If you have any questions about the delivery of your order please email to enquiry-MLYA@unicef.org

4. Are Inspired Gifts 'real'?

Yes they are. UNICEF Inspired Gifts are tangible, life-saving and life-changing gifts that are being distributed to children and communities around the world year-round. For example, UNICEF procures vaccines for 40 per cent of the world's children.

5. Can I make multiple Inspired Gift orders?

Yes, you can. However due to the current limitation of the ecommerce portal. You can only make multiple purchase to one (1) single shipping address per transaction. If you would like to make multiple purchase to multiple recipients, the system only allows 1 transaction per recipient – you will require to make multiple transactions.

6. How do I know where my Inspired Gift is sent?

All the Inspired Gifts is distributed globally to where children and communities needs it most. An annual report will be provided that will show how Inspired Gift is distributed and where.

7. Can I request for a Refund/Cancel my order?

Upon a successful order of an Inspired Gift, Unicef Inspired Gifts are immediately shipped out to children & communities where it is needed most. Unicef Inspired Gifts carries a strict no-refund/cancellation policy.

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8. Why is Inspired Gifts available on Lmall.my?

Unicef Malaysia and Lmall.my have come together to offer this unique and truly inspiring new way of gifting. Unicef Malaysia has taken the decision to leverage on a proven and tested eCommerce platform which will help save Unicef Malaysia time and development cost.

9. Can I purchase Inspired Gifts elsewhere?

Unicef Inspired Gift is currently only available on Lmall.my (www.lmall.my/store/unicef/). We may explore opening up Inspired Gifts to other channels in the future.

10. Do I get a tax-exemption receipt (TER) for the purchase of Unicef Inspired Gift?

Purchases of RM50 and above can request for a tax-exemption receipt (TER). Request of a TER can be made via enquiry-mlya@unicef.org.