

Refund, Return, Replace & Exchange Policy

1. Eligibility for Refunds, Returns and Replacements

1.1 You may be eligible for a refund, return or replacement if:-

- (a) The product is defective, damaged or expired upon delivery (with photo and video proof before and after opening the parcel);
- (b) The product delivered in incomplete (missing quantity with photo and video proof before and after opening parcel);
- (c) Wrong product was delivered / product delivered does not match the agreed specification (with photo and video proof before and after opening the parcel);
- (d) Product is unopened, unused and in its original packaging (for non-perishable items);
- (e) By way of private arrangement with us and confirmed by us in writing.

1.2 To be eligible, you must:

- (a) Submit your request through your servicing Account Manager and/or such other methods as may be determined by us according to our Refund, Return, Replace / Exchange Policy.
- (b) Provide proof of purchase (receipt or order confirmation)

1.3 Non-eligible items:-

- (a) Opened or used products, unless defective or damaged;
- (b) Products marked as final sale or non-returnable;
- (c) Items that have been tempered with, altered or misused.
- (d) Products that fail to meet production specifications, including invalid content, batch numbers, or expiry dates.

1.4 All applications for refund, return or replacement will be reviewed by us on a case-by-case basis and to be determined by us in our sole discretion. You acknowledge and agree that our decision is final, conclusive and binding and you further covenant and agree that you will not bring suit or otherwise assert any claim against us in relation to such decision.

2. Return Process

2.1 To initiate a return, please follow these steps:

- (a) Submit your request through your servicing Account Manager and/or such other methods as may be determined by us according to our Refund, Return, Replace / Exchange Policy.
- (b) Provide your order number, proof of evidence and reason for return;
- (c) Our team will assess your request and provide instructions for returning the product, including the return address and shipping information.

2.2 Items must be returned strictly in their original condition, including packaging, labels and any accessories, if any.

3. Refund Process

3.1 Refunds are available only under the following circumstances PROVIDED THAT the refund request is made within thirty (30) days from the date of purchase:-

- (a) Product is defective, damaged or expired and a replacement is not preferred.
- (b) Wrong product was delivered / product delivered does not match the agreed specification and a refund is requested instead of replacement. Refund requests related to the delivery of an incorrect product must be submitted within three (3) days of receiving the parcel.

3.2 Once the returned item is received and inspected, we will notify you of the approval or rejection of your refund request. If approved, refund will be processed within fourteen (14) days to your original payment method.

3.3 Shipping Fees are non-refundable unless the product is defective or the return was due to our error.

3.4 Refund Exception: No refund will be given for:-

- (a) Product damaged due to misuse, mishandling or unauthorised alteration.
- (b) Product purchased from unauthorised resellers or third-party websites.
- (c) You changed your mind.
- (d) Request for refund made after thirty (30) days from the date of purchase.

- (e) Refunds will not be provided for products returned in unsatisfactory condition or where the quantity does not match the stated amount.

4. Replacement Process

4.1 We offer free replacement for:

- (a) Products that are defective, damaged or expired upon delivery;
- (b) Wrong product was delivered / product delivered does not match the agreed specification;
- (c) The product is returned unopened and in resalable condition after thirty (30) days but before ninety (90) days from the date of purchase.

4.2 To request a replacement, please follow these steps:

- (a) Submit your request through your servicing Account Manager and/or such other methods as may be determined by us according to our Refund, Return, Replace / Exchange Policy.
- (b) Provide your order number, details of the issue and supporting documents (with photo and video proof before and after opening the parcel);
- (c) Our team will assess your request and provide instructions for returning the product, including the return address and shipping information and promptly send a replacement at no additional cost to you.

5. Wrong Item Delivered

5.1 If you receive a wrong item, please notify us immediately. We will arrange for the incorrect product to be returned and send the correct product as quickly as possible. We will cover all related shipping costs.

6. Shipping for Return

6.1 You are responsible for return shipping cost unless the return is due to a defective or incorrect product. We recommend using a trackable shipping service or purchasing shipping insurance, as we cannot guarantee receipt of your returned product.

7. Exchange

7.1 You may request for an exchange within thirty (30) days from the date of purchase in the event of you changing your mind after purchase, and the product is returned unopened and in resalable condition.

7.2 All applications for exchange will be reviewed by us on a case-by-case basis and to be determined by us in our sole discretion. You acknowledge and agree that our decision is final, conclusive and binding and you further covenant and agree that you will not bring suit or otherwise assert any claim against us in relation to such decision.

7.3 Exchange only applicable for products exchange of same value or lower.

7.4 Once the returned item is received and inspected, we will notify you of the approval or rejection of your exchange request. If approved, the exchanged product will be processed within fourteen (14) days to your original address.

7.5 You shall pay for all shipping fees incurred for the returning of the existing products and resending the exchanged products.

8. Changes to the Policy

8.1 We reserve the right to amend, update, or modify this Refund, Return, Replace / Exchange Policy at any time without prior notice.

8.2 Any changes will be effective immediately upon posting on our website or other communication channels. It is your responsibility to review this policy periodically to ensure you are aware of any updates.