

## REFUNDS & RETURN POLICY

1. Before proceeding with any refund and return, we strongly recommend you to read our FAQ for assistance and clarifications, available at [here].
2. All refunds and return requests, as the case may be, shall be filed within 24 (Twenty Four) hours from you receiving the item(s). Any refund and return requests filed after 24 (Twenty Four) hours is invalid and will not be processed by us.
3. Contact our support for Order Refunds and return requests. All necessary information in the form must be provided. We will review the request and get back to you within 1 – 3 working days.
4. In your refund and return requests, kindly WhatsApp the following to us :
  - (a) A screenshot of your order details;
  - (b) Reason for refund ;
  - (c) Proof supporting the refund request (pictures, videos etc).
5. Any incomplete request for refunds and return will invalidate the request and will not be processed by us.
6. Our Customer Care Team may reach out to you directly by WhatsApp or by call for further information related to the request. In the event that you are not reachable in either way or do not respond to our enquiry within 24 (Twenty Four) hours, the request will automatically considered withdrawn by you. We will not entertain any further refunds and return requests in relation to the same incident.
7. Upon receipt of a complete refund and return request in accordance to the terms and conditions herein, we will investigate your request within 7 (Seven) days and to inform you the outcome of your request within the 7 (Seven) days.
8. You are required to cooperate with our investigation and provide accurate, truthful information during the course of our investigation. Any information found to be inaccurate or misleading will invalidate the refund and return request.
9. You agree to be bound by the findings of our investigation and the decision arrived from the investigation.
10. Our decision on whether to refund and return are final and you agree not to dispute our decision.
11. We endeavor to be thorough and fair in all our investigations.
12. In the event whereby refund and return is allowed, any reward points awarded for the said transaction shall be void and reversed from your account.
13. In the event whereby refund and return is allowed, any vouchers used for the said transaction shall be credited back to your account.
14. Any refund of monies will be made in the same mode of payment for the said transaction within 3 - 7 working days upon confirmation of the refund by us. We will not entertain any requests for refund in other mode of payment than the original mode of payment.
15. All refund and return requests must be made by the owner of the account in which the transaction happened. No representative or assignee is allowed.
16. We reserve the rights to amend the terms and conditions of our Refunds and Return Policy without any further notice