

REFUND POLICY

You can apply refund or product return in writing within 10 days from the date of the invoice issued. Please bring the return products in person or mail them to our office with the invoice or other supporting documents (If the bonus generated from the purchased product has been settled, all relevant bonuses will be deducted).

Please be noted that the return products could be available for resale and should be in their "Good Condition" (the packing of the products and the gifts should be undamaged). We will provide full refund of the products after deducting as per following Buy Back calculation:

(RM)Partner Price - (100% X MV X RM4.00)

After 10 days from the invoice date, if the return products are caused by non-human damage, lack of or defective, after confirmed and accepted, you can exchange the product equivalent to the purchased product. Inaccurate reasons for returns including customer's purchase errors, the customer no longer wants the items or customer did not read the descriptions before purchase and etc. Such return requests will not be accepted.

For the refund product, we will follow "the Product Refund and Exchange Value Calculation Table and Terms". For details, please contact the customer service center at +603 7629 0363.

Promotion products and gifts cannot be returned or exchanged (except for quality problems of the product).

After return products have been checked and confirmed, we will contact you within 5 working days.