



RETURN POLICY

We only accept exchanges for products that were delivered incorrectly. We do not accept exchanges for any other reason. No returns or refunds will be provided under any circumstances.

Please retain your receipts for exchanges and notify us within 3 days of receiving the product (inclusive of the day of receipt) via WhatsApp (60873331). We will promptly follow up accordingly.

Please note that we are unable to provide exchange services in the following situations:

- Opened products
- Used products
- Failure to notify us of the intention to exchange the product within 3 days of receiving it
- Failure to return the product for exchange within 7 days from the date of notification

The English version shall prevail in case of any discrepancy or inconsistency between the English version and its Chinese translation.

商品更換政策

我們只接受因錯誤發貨（即訂購跟送抵產品不同）替客人換貨。其他原因將不予以換貨。不論任何原因，均不接受退貨或退款。

請保留單據，並在收到商品後的 3 天內(包括收貨當日) 以 WhatsApp (60873331) 方式聯絡我們的客戶服務團隊。我們將盡快跟進處理。

請注意在以下情況下我們恕不能提供換貨服務：

- 開封的產品
- 使用過的產品
- 在收到商品後未於 3 天內通知我們想要換貨
- 在通知換貨後未於 7 天內退回商品

若英文版本與其中文翻譯有任何不符或不一致之處，應以英文版本為準。