



RETURN POLICY

We only accept exchange due to wrong products being delivered. We would not accept exchange due to other reasons. No return and refund for any reason.

Please keep the receipts for exchange, and inform us within 3 days upon product is received (day of receipt is inclusive) through WhatsApp or Signal. We will follow up accordingly ASAP.

We would not be able to provide exchange service on the following situations:

- Opened product
- Used product
- Failure to inform us exchange of product within 3 days upon product is received
- Failure to return product for exchange within designated period of time

商品更換政策

我們只接受因錯發商品（即訂購跟送抵產品不同）替客人更換。恕不提供其他更換服務、及任何退貨/退款服務。

請保留單據，並於收貨日起計 3 天內 (包括收貨當日) 以 WhatsApp 或 Signal 方式聯絡我們的客戶服務團隊。我們會盡快處理及跟進！謝謝。

請注意在以下情況下我們恕不能提供換貨服務：

- 已開封產品
- 已使用過的產品
- 於收貨日起計 3 天後與我們聯絡
- 於限定時間內未能把產品寄回