



## RETURNS AND REFUND POLICY

1. If you have received a product with defects or not according to your order (for example, shoes of the wrong size), please contact us at [support.asiaemall.com](mailto:support.asiaemall.com) or [support.asiaemall@gmail.com](mailto:support.asiaemall@gmail.com). You may also contact us via 03-8066 7477 or WhatsApp (011-2124 8707) during office hours (9.30 am – 6.30 pm on weekdays) and we will guide you through the return process. We may ask you to send a picture of the defect or fault for preliminary checking.
2. We will replace the product or alternatively refund the price after we have collected the product from the address of delivery and confirmed that there is a default or fault. You will not incur any additional delivery cost in the event we replace the product. If the product is found not to have any defect upon our physical receipt of the same, we will ship the product back to you.
3. Your item cannot be returned after 7 calendar days.
4. If we are not able to replace your order for any reason, we will require the details of your account so that we can refund your payment.