

Effective Date of this Policy: 1 October 2018

### **Cancellation, Return and Refund policy**

Cancellation of purchase order and refunding is not possible once the order has been processed upon successful transaction of purchase and/or payment.

Products which are found damaged within the guarantee period (if any according to our supplier(s)), not resulted from mis-use or careless handling of the products by the customer(s) can only be returned in the country in which they were originally delivered from our supplier(s). Products are not eligible for return once the products are well received by the customer(s) upon successful transaction of purchase and/or payment.

Cancellation of purchase of service or program is not possible once successful transaction of purchase and/or payment is made. There will be no refund of the payment if the customer(s) is not able to receive the service or program at its delivery due to his/her/their own circumstances.