

RETURN AND EXCHANGE POLICY

As per Company policy, all orders serve with invoice are considered closed and final. No return or exchange shall be entertained unless for the following reasons:

1. Wrong Specifications as per Quotation
2. Short Expiry date, less than 9 months (except for products that has short shelf life due to stability reasons)
3. Deteriorated products upon opening (Subject to inspection)

The customer has 5 days to check the product and request for exchange or return. Therefore, after the 5-day period no return or exchange request shall be entertained. Furthermore, no other reasons shall be accepted except for the reasons mentioned above.