

## MERCHANDISE RETURN, REFUND AND EXCHANGE TERMS AND CONDITIONS

### Customer Satisfaction

Your satisfaction is our first priority. We stand behind the quality of our products and will make things right if you are not satisfied with your purchase. We believe that we can work together with our customers to make every purchase a positive experience. But, in the event you received faulty item, simply follow the instructions below.

**Important thing to note is that we will not entertain any exchange/refund at store if you order online without informing our online team first.**

**In order to protect between us and you as a customer, we have included a box when checkout for you to accept our terms and conditions of any use at this website.**

**For more information please read more below.**

### Important:

- All Sales are Final.
- **No cash refund** except for no-stock item(s). Refund process will take within **30 days**.
- **No cash refund** on any defective items. We will do exchange only.
- **No refund** on issue for example on situations: change of mind or just don't like the item. But, we are willing to help on you on exchange.
- **No cash refund** on not suitable, not match, change mind situation.
- All **SALE** and promotional-priced items are **non-returnable, non-refundable** and **non-exchangeable**.
- Customers can return damaged / wrong / faulty items (apart from sale items) within **7 days** of receipt date for a refund of that item. Any lateness will not be entertained and item(s) will be returned back to the customers.
- Orders cannot be canceled once it is being processed. No refunds and cancellation will be entertained.
- In all cases, the items returned must be in their original condition, **UNWORN, UNALTERED, UNWASHED, UN-IRONED, UNSEPARATED, DOES NOT BREAK** with all the tags and the original packaging. The goods will be inspected once received.
- The goods are customer's responsibility until they have reached our store. Please ensure to package your returned items properly in order to avoid damages. This include the boxes, packaging and tags. Sri Pahang FC is not responsible for any items that are returned with damage.
- Shipping charges are to be borne by the sender.
- Sri Pahang FC will not be responsible on missing parcel / lateness due to third party delivery partner. However we will help you on the process to track and inquire on your parcel.

### **What If I Received A Damaged?**

Please email us using the contact us or email us at [support@sripahangfc.com.my](mailto:support@sripahangfc.com.my) as soon as possible.

1. Replacement must be informed as soon as possible within 3 days after receiving
2. **NO REFUND**. Only exchange, this is to avoid worn or used item returns and want a money back.
3. Customer can request for an exchange with any of the items available only with same value or higher.
4. Customer needs to send a picture of the faulty items. Upon receiving the item, inspection will be made.
5. Return postage will be return in store-credit only.

### **What If I Accidentally Paid More Than Once?**

It is important that customer do not click the pay button twice even when the browser is not responding. It is best to refresh or cancel the transaction and begin again.

1. Please email us using the contact us as soon as possible, or email [support@sripahangfc.com.my](mailto:support@sripahangfc.com.my)
2. Provide us with your order number.
3. You may choose to have the amount refunded (charges may apply) or have a store credit.
4. Customers are to bear any bank charges due to money transfer between banks.
5. Full refund will be made - If the customer requests for store credit.
6. Refund process will take within **30 days**.

### **Issue On Color Resolution / Pattern.**

We have made every effort to display, as accurately as possible, the colors of our products that appear on our website. However, as the actual colors you see will depend on your monitor, we cannot guarantee that your monitor's display of any color will be accurate. The position of pattern / design may vary slightly from what you see. If you have any doubt on our products, please make your purchase directly from the store to avoid disappointment.

### **Refunds Not Valid At Store.**

Please note that any exchanges and refunds of items ordered from our website is not valid at our store. We will not take any responsibilities for any exchange and refunds done at our store without confirmation from our side.

We have the right to refuse any exchange and refund at our store without any confirmation letter or notice from us.

## **Repeated Returns**

We offer a flexible return policy to make your online shopping experience a pleasant one. We do monitor the number of returns made by our customers, and continued returns will be flagged and potentially lead to the suspension of your online account.

**Currently there is no return policy for 'change of mind' situation. If you purchased from our website, and you don't like it once you've received it, please make sure to purchase it directly in store.**

**Sale items are not eligible for returns, exchanges or refunds.**