

Exchange and Refund Policy

The Company shall warrant that the Authorized Distributor will refund you one hundred (100) percent of the wholesale/promotion price on Products returned which were sold by the Authorized Distributor.

You may return the Products within the specified days under the following condition :-

You have the right to return the products within fifteen (15) days from the date of purchase for PS and AF and within thirty (30) days from the date of purchase for BA. You are required to inform the Company regarding the return in writing and you agree to return the Products along with its original invoice . The shipping fee is your responsibility.

After receiving your written refund request, the Company may examine your refund request and you may be asked to provide additional documents to verify your purchasing order.

The Products and Sales Aids can be exchanged and returned to Authorized Distributor under the following conditions:

- a) Products or Sales Aids are damaged during delivery.
- b) Error from incorrect sending of Products or Sales Aids.
- c) Products or Sales Aids are defective or damaged from production process.
- d) The quality of Products or Sales Aids is below standard.

The Products can be returned in accordance to the following conditions;

- a) The Products must be returned in the received condition.
- b) The Products must be returned in the original shipping package.
- c) The Product's packaging must not be opened.
- d) The Products must not be used, and
- e) The packaging and Products condition must be suitable for reselling.

Notwithstanding the foregoing, the Company reserves the right to deny the refund, in the following cases;

- f) The returned Products do not meet the stated conditions a) – e).
- g) The return conditions of such Product(s) are specified otherwise.
- h) The damage of Product is caused intentionally or by improper use.
- i) The returned Product is a different piece from the purchased Product as mention in the invoice.

In case that you return the Products purchased from the Authorized Distributor's website, the Authorized Distributor shall issue a refund to you through your bank account fifteen (15) days from the date of return.