

## Returns and Exchange Policy

1. The Company sincerely hopes that you enjoy our products, however if for any reason you are not satisfied with our products you may return the products within 7 days of receiving the products for PS and AF membership, **within 30 days from online date of purchase and within 90 days from offline date of purchase for BA membership.** To return products, you have to notify the company in written or walk in, and return the products along with the original invoice. The Company will not be responsible for any shipping cost in returning the products.
2. The Company will exchange products and sales aids on the following terms and conditions:
  - Products or Sales Aids are damaged during delivery
  - Error from incorrectly sending of Products or Sales Aids
  - Products or Sales Aids are defective or damaged from production process
  - The quality of Products or Sales Aids is below standard
3. You may notify the Company and return products on the conditions stated in **articles 1 and 2.** The returned products must be in the same condition as purchased. The products must be returned in the original shipping package, the product's packaging must not be opened, and the products must not be used. The packaging and product condition must be suitable for reselling. The Company reserves the right to deny the returning or refunding of products if the returned products do not meet the stated conditions or other conditions which are applied, the product is different from the listed in the invoice, or the product has been intentionally damaged or damaged due to improper use.
4. After the Company has considered and approved the returning of products, refunds will be processed accordingly:
  - Payment made via credit or debit card will be refunded to your credit or debit account
  - Refunds will be processed within 15 - 30 working days once the Company received your returned products

## How to return and exchange products

### 1. Request to return or exchange products

Request to return or exchange products within 7 days from the date of purchase for PS and AF membership, while within 90 days from the date of purchase for BA membership. To contact our [customer service \(link to contact us page\)](#), please call +603 - 7960 2037 or email [order.aviancemy@unilever.com](mailto:order.aviancemy@unilever.com)

### 2. Order review

The Company will review the order and notify you of the outcome within 1-3 working days. You may be asked to provide additional documents.

### 3. Return product

Every returned order must include the original invoice. Once the Company has received the returned products, we will process accordingly.