

RETURNS & EXCHANGE POLICY

What is the GinHuat's Refund and Exchange policy?

This policy will only be applicable if the item/order that you wish to return is purchased via www.ginhuat.com.my.

We have a seven (7) calendar days refund and exchange policy upon your receipt of the order, subject to the following terms and conditions:

1. Items/orders that you wish to refund or exchange must follow all the requirements that have been listed out in our return and exchange requirement list.
2. All packaging must be unmarked and not defaced in any manner.
3. Any item which approved returning that must be in its original packaging which is unopened, unused and unassembled condition.
4. Buyer responsible for shipping costs as well as product damage or lost during the return shipping, thus is advised to use insured courier shipping. Customer must ship and return the product to Gin Huat Trading Sdn Bhd within 7 days after receiving the return confirmation notice.
5. There will be no exchanges and return for regardless reasons wrong size and colour.
6. If the product for which you wish to exchange is of a higher price than the original purchase price, then you will be required to top up the balance using online transfer.
7. If the product for which you wish to exchange is of a lower price, then no balance amount will be refunded to you.
8. The refund will be available only for the customer should nothing fit your taste replacement product.
9. Refund requisitions made after the redemption period (7 calendar days upon receipt of the order).
10. There will be STRICTLY NO REFUNDS for any shipping & handling charges.

How do I submit a refund or exchange request?

- Should there be any dissatisfaction with the product received and you wish for an exchange/refund, customer may contact us by email or

Facebook message within seven (7) calendar days of receiving the products.

- Customer must proof us with these documents (receipt, shipping invoice or purchase history) for all returns good.
- Exchange/refund of products can be arranged under various reasons:
 - ✓ Damage Upon Arrival
 - ✓ Product does not work
 - ✓ Wrong item received
 - ✓ Item has missing parts

Items for Customers to note:

- Exchanges are subject to availability. If the store does not have any more stock, customer may wait until we are able to source additional stock of the desired product.
- Exchanges may apply for the same product of a different colour or for different products that serve the same function at the same price. Such exchanges are subject to a mutual agreement between yourself and the GIN HUAT Trading Sdn Bhd.
- Any exchanges for products of higher prices will require additional payment to make up the price differential.
- For product with tag CLEARANCE ,OFFER and SALE items are not refundable or exchangeable.