

## CANCELLATION, REFUND, EXCHANGE POLICY

### CANCELLATION AND REFUND POLICY

- a. If you have made an error of duplicate payment, we will honour your request for a refund made within 7 days. All requests must be accompanied by payment proof.
- b. The refund will be credited to your original payment method provided the Account Holder Name must be EXACTLY SAME with Purchaser.
- c. You will be informed by email that the refund process has been initiated and receive the refund within **30 days** after the confirmation
- d. We will reimburse you the courier charges provided that the courier payment slip is furnished to us upon seeking exchange.

If you need more assistance, please contact us :

**Customer Service, Putuo Village** ( 1446848-D)

1488, Jalan Kampung, Off, Jalan Kota Tinggi - Kluang,

Felda Taib Andak, 81000 Kulai, Johor

+607 213 3398

customer@putuovillage.com.my

### 取消订单、退款、换货政策

#### 取消/退款政策

- a. 若您在付款时发生“重复支付”的情况，请您在7天内通知我们为您办理退款手续并附上付款收据。
- b. 若您兑货时欲向我们请款快递费用，请将相关的原版单据与兑换货物一并提供给我们。
- c. 您的退款将透过电汇转入您原始付款方式账户而账户持有人必须与购买者名字完全符合。
- d. 一旦符合退款及请款条件，我们将透过电邮通知您进度而您可在30天内收到退款。

- e. 若您需要更多协助，请联系

**客服部，普陀村** ( 1446848-D)

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