

### **Refund/Return Policy**

1. Customers wanting to request for a refund/return must do so within seven (7) days from the date of purchased shown in the Original Receipt/Invoice and a 25% cancellation fee may be imposed from the purchase price.
2. Customers are eligible to a full refund (minus outstanding fees i.e bank charges, transaction fees) if the request is made on the same day before working hours are over (10am – 6pm) and if the item have not been shipped out.
3. Items for return must be brought in by the customers ten (10) days from the date of delivery order. If customers require for a pick up from Neolee Rehab Supply, a pick-up fee of RM50.00 will be imposed.
4. Items returned must be in its original condition (clean, undamaged, unscratched, and unmarked) along with all accessories received with it. Neolee Rehab Supply reserves the right to reject the returned item if the conditions are not met.
5. Certain items are not eligible to be returned or refunded such as air mattresses, air cushions, commode chairs and commode wheelchairs due to hygiene purposes.
6. Refund payment will be made via bank transfer at the end of the month of purchase to the purchaser's bank account.

### **Exchange Policy**

1. Item exchange may be applied in these following scenarios
  - a. Items received were damaged during delivery
  - b. Electrical/motorized items malfunction within thirty (30) days from the date of purchase shown in the Original Receipt