

**www.garudahub.com**

## **Product Return & Refund Policy**

### **1. Application for Returns/Refunds**

Subject to the terms and conditions in this Refunds and Return Policy and the Terms of Service, Buyer may apply for return of the purchased items (“Item”) and/or refund prior to the expiry of the GARUDA HUB Guarantee Period within 15 days from the purchase date.

GARUDA HUB Guarantee is a service provided by GARUDA HUB, on User’s request, to assist Users in dealing with certain conflicts which may arise during the course of a transaction. Users may communicate with each other privately to resolve their differences or approach their relevant local authorities to assist them in overcoming any dispute prior, during or after using GARUDA HUB

We accept returns. You can return unopened items in the original packaging within 15 days of your purchase with receipt or proof of purchase. If 15 days or more have passed since your purchase, we cannot offer you a refund or an exchange.

### **2. Return of an Item**

In the following circumstances, buyer could apply for refund or return item(s)

- J The Item has not been received by Buyer;
- J The Item received is incomplete (missing quantity or accessories);
- J Seller has delivered an Item that does not match the agreed specification (e.g. wrong size, colour, etc.) to Buyer;
- J The Item delivered to Buyer is materially different from the description provided by Seller in the listing of the Item;
- J The Item received is a counterfeit item\*\*;
- J The Item received has physical damage (e.g. dented, scratched, shattered);
- J The Item received is faulty (e.g. malfunction, does not work as intended);
- J To be eligible for a return, your item must be unused and in the same condition that you received it.
- J Your item must be in the original packaging.
- J Your item needs to have the receipt or proof of purchase

Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund after inspecting the item. If your return is approved, we will initiate a refund to your credit card (or original method of payment).

You will receive the credit within a certain amount of days, depending on your card issuer's or bankers policies.

Contact Us:

If you have any questions on how to return your item to us, contact us.

By Mail :

**Garuda Hub Online Shop**

**H-3-6, Boulevard Business Park ,**

**Jalan kuching , 50300 ,**

**Kuala Lumpur ,Malaysia**

Mobile	:	0162800751 / 0162180572
Whatsapp	:	0162800751 / 0162180572
Phone	:	0362430751
E-mail	:	info@garudahub.com