

## What is the SWAS BREATH SDN BHD's Returns & Refund policy?

Returns are subject to SWAS BREATH SDN BHD's Returns Policy and all items sold are not refundable.

You can return the item to us within 7 days due to any of the following reasons:

**x : Not Required | ✓ Required**

Reasons for return	YOUR RETURN MUST BE :				
	New condition	Sealed condition	Complete (free gifts, accessories, original packaging)	Not damaged	Tags & labels attached
Damaged	x	x	✓	x	✓
Defective	x	x	✓	✓	✓
Not as advertised	✓	x	✓	✓	✓
Missing parts / items	✓	x	x	✓	✓
Signs of usage	x	x	✓	x	X
Doubts on the authenticity	x	x	✓	x	X

### NOTE:

- In the event that you have received damaged products, please contact **SWAS Breath Sdn Bhd** within 48 hours to expedite the claim process.

### Requirements for a valid return:

- Proof of purchase (order number, invoice, etc.)
- Bank details in Shipping Label if the original payment is made via MOLPAY or Bank Transfer
- Include printed Shipping Label and **SWAS Breath Sdn Bhd** Invoice in each return package box
- Reason for return has to be valid and return acceptance conditions met (as the above table)

## How do I track my return status?

You can track return status using the tracking number provided to you by our logistics partner.

## How long is the quality evaluation process?

Quality evaluation process may take up to 2 - 3 business days.

## Where to return?

Kindly have your returns shipped to our **Returns Mailing Address**:

**SWAS Breath Sdn Bhd (Returns Department)**  
**Lot 522, Jalan Besar,**  
**Kampung Sentosa, Batang Kali,**  
**Selangor D.E. 44300**