

## **SHIPPING**

1. We shall deliver the products via courier to the delivery address specified on the order form. Please ensure correct addresses and reachable phone numbers are provided. We will not be liable in the event of an incorrect shipping address being provided and goods are returned to us. All re-delivery of goods to you will incur shipping charges which will be disclosed upon request for a second delivery attempt.
2. We offer free shipping to any address within Malaysia for orders above RM500. All orders under RM500 will incur a flat rate shipping charge of RM13 to West Malaysia and RM20 to East Malaysia.
3. We aim to deliver within the time frame indicated below but we are not able to guarantee any firm delivery dates upon order and to the extent permitted by law, we shall not be liable to you for any losses, liabilities, costs, damages, charges or expenses arising out of late delivery.

<b>Location</b>	<b>Delivery time frame</b>
Peninsular Malaysia	2 – 7 business days
East Malaysia	3 – 10 business days
Note: There is no delivery during Saturday, Sunday and Public Holiday)	

4. On receipt of the product, you shall examine the goods immediately for any defects and/or damages. All risks in the product shall pass to you upon delivery.
5. Please note that it might not be possible for us to deliver to some locations. If this is the case, we will inform you using the contact details that you provide to us when making your order and arrange for cancellation of the order or delivery to an alternative delivery address.
6. All orders are subject to availability of stock. We reserve the right to refuse/cancel orders whether in whole or in part at any time after receiving/acknowledging your order by notifying you via your registered email, address or mobile number and we shall have no further liability to you.

## **RETURNS AND REFUNDS**

Vantros stands by the quality of its products and will replace or repair any product(s) purchased deemed of inferior quality or has manufacturing defects. However, this guarantee does not extend to damage or contamination due to expiry, negligence or deliberate acts.

## **EXCHANGE/RETURN and REFUND**

1. Should there be any discrepancy in products delivered and you wish to exchange or return and refund, you need to notify our customer service by phone +6018-6050235 or email to [info@vantros.com](mailto:info@vantros.com) to report on the discrepancy within 5 working days after receipt. Each application will be reviewed on a case-by-case basis and Vantros, at its sole discretion, will determine whether the application is successful.
2. Exchange for the product can be arranged for the following reasons:
  - If the product is obviously expired/damaged upon receipt.
  - If the product delivered is different from the item ordered.
3. We will need the following details for to initiate an investigation:
  - Order Number
  - Photo of the Airway bill
  - Short video of the damaged item with bubble wrap
  - Photo of the parcel external packaging (all angles) and internal (top view)
  - Reason for exchange/return
4. The product for exchange or return shall be returned by you to following address:

B2-56-1, Midfields Square East, Jalan 11/108c, Taman Sungai Besi, 57100, K.L.

The products returned must be unopened and unaltered. You shall be responsible for the risks and condition of the product to be returned until it reaches VANTROS office. VANTROS will not be liable for any loss or damage to the product prior to the product being received by us. You are advised to pack the product safely to prevent any loss or damage to the product or its box or its original packaging.
5. For products returned for a refund after commissions have been paid, the amount refunded will be equivalent to the price of product being returned, less total commission paid on the original purchase as well as 10% service charge for handling charge and freight.

## **CANCELLATION**

Orders through this site are final and we are unable to entertain cancellations. If you wish to seek further information, kindly contact our customer service hotline +6018-6050235.

