

## LIFEPIN STORE RETURN AND REFUND POLICY

Thank you for shopping at Lifepin.

If, for any reason, You are not completely satisfied with a purchase We invite You to review our policy on refunds and returns.

We offer refunds or exchanges within 3 days from delivery/pick-up day if You encounter any issues with your order upon receiving it, such as receiving wrong order, damaged or defective item on order, or missing items, please contact our Customer Support via email at [hello@lifepin.care](mailto:hello@lifepin.care).

The following terms are applicable for any products that You purchased with Us.

## Interpretation and Definitions

### Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

### Definitions

For the purposes of this Return and Refund Policy:

**Company** (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to Lifepin Sdn Bhd, Malaysia.

**Goods** refer to the items offered for sale on the Service.

**Orders** mean a request by You to purchase Goods from Us.

**Service** refers to the Website.

**Website** refers to Lifepin, accessible from [www.lifepin.care](http://www.lifepin.care)

**You** mean the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

## Your Order Cancellation Rights

You are entitled to cancel Your Order within 3 days without giving any reason for doing so.

The deadline for canceling an Order is 7 days from the date on which You received the Goods or on which a third party you have appointed, who is not the carrier, takes possession of the product delivered.

In order to exercise Your right of cancellation, You must inform Us of your decision by means of a clear statement. You can inform us of your decision by email at [hello@lifepin.care](mailto:hello@lifepin.care)

We will reimburse You no later than 14 days from the day on which We receive the returned Goods. We will use the same means of payment as You used for the Order, and You will not incur any fees for such reimbursement.

## Conditions for Returns

In order for the Goods to be eligible for a return, please make sure that:

- The Goods were purchased in the last 3 days
- The Goods are in the original packaging
- Valid reason for request.
- The original receipt is provided
- Clear photographic images for review.

Each refund or exchange request will be reviewed on a case-by-case basis. We retain sole discretion in determining request approval or denied.

Unfortunately, we cannot accept returns for:

- Frozen and chilled food
- Fresh produce
- Perishable or semi-perishable items
- Clearance items
- Bulk items
- Products that have expired while in customer's possession after purchase.
- The supply of Goods which are not suitable for return due to health protection or hygiene reasons and were unsealed after delivery.

We reserve the right to refuse returns of any merchandise that does not meet the above return conditions in our sole discretion.

Only regular priced Goods may be refunded. Unfortunately, Goods on sale cannot be refunded. This exclusion may not apply to You if it is not permitted by applicable law.

Please allow 5 working days from items received date to process your reimbursement. It's important to note that different issuer banks may have varying time periods, typically ranging from 7-14 working days, for the refunded amount to be reflected in your bank account or statement.

Refunds for debit and credit cards may take up to 7-14 business days, while refunds for e-wallets may take up to 3-5 business days.

## **Contact Us**

If you have any questions about our Returns and Refunds Policy, please contact us by email:  
[hello@lifepin.care](mailto:hello@lifepin.care)