



## REFUND POLICY

### (1) Refunds and Returns

Products purchased via **kiminobeauty.com** (“our Website”) are **NOT** eligible for refunds and returns, except for incidents listed in **Missing / Incorrect / Defective / Expired Items**.

Products purchased via our Website are **NOT** eligible for refunds and returns, under any circumstances, particularly in the following circumstances:-

- change of mind; and
- items that are labelled as Promotional, Non-returnable and/or Non-refundable on our Website.

*[Expired means item(s) received by you has already expired upon your receipt of the said item(s)].*

### (2) Missing / Incorrect / Defective / Expired Items

We are so sorry and would like to make things better. If the item(s) you purchased are missing, incorrect, defective or expired, we will be happy to assist you.

Please contact our Customer Service Team and please include the following details in your email:-

- Name of Item(s)
- Order Number

Please take note that you must notify us **within 7 days from the date of your receipt of your purchased item(s)**, failing which we will be unable to offer assistance.

### (3) The Returns Process For Defective/Incorrect/Expired Items (“Affected Item”)

#### (a) How do I return an Affected Item?

You can contact our TEAM and provide us with the following details:

- Name of the Item, and
- Payment prove / Receipt

#### (b) Am I able to return products purchased at your physical outlet pursuant to this Returns Policy?

All purchases made at our physical outlets will need to be returned to our physical outlets. We apologize for any inconvenience caused.

#### (c) Am I able to return an item bought online in another country?

Unfortunately, our Returns Policy only applies to products purchased in the Malaysia.

### (4) Customer Service Team

Our Customer Service Team can be contacted at [cs@kiminobeauty.com](mailto:cs@kiminobeauty.com).