

## What is the SWAS Breath Sdn Bhd Returns policy?

Items sold on **SWAS Breath Sdn Bhd** are covered under the **SWAS Breath 7 days Returns** depending on the product.

Depending on the applied Return policy, you may return your item to us within 7 calendar days. Countdown starts from the date you received the item to the post stamp date on the return parcel.

### Requirements for a valid return:

- Proof of purchase (order number, tax 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 (check out below)

### For which reasons can I return an item?

You may want to return your item due to any of the following reasons:

**x : Not Required | ✓: Required**

| Reasons for return         | <b>YOUR RETURN MUST BE :</b> |                  |  |             |                        |
|----------------------------|------------------------------|------------------|--|-------------|------------------------|
|                            | 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                      |
|                            |                              |                  |  |             |                        |

### 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**