



No Return & No Refund Policy – Medical Devices

Effective Date: 9/03/2026

All medical device sales are final. Products **cannot be returned or refunded**, except if they are defective, damaged, or shipped incorrectly.

Exceptions

- Device is defective, damaged, or faulty
- Wrong item shipped (model, type, or quantity)
- Product does not match description

Conditions for Eligible Returns

- Must be unused and in original packaging
- Report within **30 days** of delivery
- Provide proof of purchase

Non-Returnable Items

- Personal protective equipment (PPE)
- Opened surgical instruments
- Consumables or perishable products
- Customized or single-use devices

Refunds & Exchanges

- Only exchanges or store credit (if applicable)
- No cash refunds

Returns Shipping

- Customer pays return shipping unless the error is ours
- Use a trackable service to ensure safe return

How to Return

Contact us with your order number, product details, and reason:

Email: suthipri@gmail.com

Phone: +603-21499241

Note: This policy complies with Malaysian medical device regulations and may be subject to consumer protection laws. Always review your order carefully before purchase.