

What are the condition for the Return/Refund policy?

You can apply for a return with the following reasons:

- I did not receive the product(s) (e.g. missing item, parcel lost in transit)
- I received the wrong product(s) (e.g. wrong size, different product)
- I received product(s) with physical damage (e.g. broken, badly leaked)
- I received faulty product(s) (e.g. malfunctioned, cannot be used)

If you wish to return your product due to a change of mind, this is not allowed.

1. Application for the Return Item

Buyer may only apply for the refund and/or return of the Item in the following circumstances:

- The Item has not been received by Buyer;
- The Item was defective and/or damaged badly on delivery;
- Seller has delivered an Item that does not match the agreed specification (e.g. wrong size, etc.) to Buyer;
- The Item delivered to Buyer is materially different from the description provided by Seller in the listing of the Item.

2. Condition of Returning Item

To enjoy a hassle-free experience when returning the Item, Buyer should ensure that the Item, including any complimentary items such as accessories that come with the Item, must be returned to Seqa Paint in the condition received by Buyer on delivery.

3. Liability of Product Return Shipping Fee

- i) In the scenario of an unforeseen error from the seller's end (i.e – badly damaged, faulty or wrong product delivered to the buyer), the seller will bear buyer's return shipping fee.
- ii) In the scenario of the buyer's change of mind, buyer shall get seller's consent prior to the return request and buyer will bear the return shipping fee.

7. Refunds

Buyer will only be refunded after Seqa Paint has the confirmation received the returned Item. The refund will be made to Buyer's credit/debit card or designated bank account, whichever is applicable.

Please contact SEQA Paint Customer Service Team (see details below) to explain the reason for return and confirm the return products and quantity.

SEQA Paint Customer Service Team

Email: seqapaint@gmail.com

Phone: +6012 568 1502

(9:00am to 5:30pm, Mon to Fri, excluding Public Holidays)

2. SEQA Paint Customer Service Team will send you the return address and post number (If available) for return process if your return request is acceptable according to above SEQA Paint Return Policy.
3. Pack the product (s) you intend to return together with this packing list and placed it in the original package to prevent damage during transit.
4. Send the package back to us via Post that are appointed return address which is provided by SEQA Paint Customer Service Team.