

## **RETURN POLICY (Malaysia & Singapore only)**

### **What is Our Return Policy?**

In the case of damaged goods during shipment or mismatch item(s) upon receipt, you may send it back to the Company. However, please kindly ensure that:

- the return of the item(s) must be made within 7 days from the date it was received
- damaged or mismatched item(s) is returned together with the original box and receipt.

### **What is Our Return Policy on Missing Item(s)?**

For missing item(s) upon delivery, please contact us at [support@dngworldwide.com](mailto:support@dngworldwide.com)

Our staff will further assist you on the matter. However, for a new item to be given in exchange, you are subject to provide us with all the necessary documentary proof to suffice that you indeed did not receive the missing item(s).

### **What is Our Return Policy on Late Delivery Due to Unforeseen Circumstances?**

Late delivery caused by unforeseen circumstances (i.e., natural disasters, COVID outbreak or any other circumstances beyond our control) or peak season is not valid for return and exchange.

### **What Will I Get in Return for Damaged or Missing Item(s)?**

For damaged or missing item(s), you may exchange (or obtain) an item of the same price.

### **How Do I Return My Item(s)?**

Please email your inquiry to [support@dngworldwide.com](mailto:support@dngworldwide.com) with the subject "Return Item".

We will assist you as soon as possible. Please allow 7 working days for your inquiry to be processed.

However, to speed up the process of your inquiry, kindly attach your email with a picture(s) of your item(s) to best describe the damaged item and its condition.

### **How Long Will the Process Take?**

Please allow a minimum of 14 working days from the date we receive your item(s) for us to process your request.

### **How About Postage Charges on Goods Return?**

The customer will have to bear any postage fees and/or shipping charges incurred for the returned item to be assessed by the Company.