

RETURN POLICY

What is Our Return Policy?

In the case of damaged goods during shipment or mismatched item(s) upon receipt, you may contact the Company. However, please ensure that:

- a) For Malaysia, Singapore & India:
 - The return of the item(s) must be made within 7 days from the date it was received, or please contact us at support@dngworldwide.com
 - Damaged or mismatched item(s) are returned together with the original box and receipt.

- b) For countries outside of Malaysia, Singapore & India:
 - Please contact us at support@dngworldwide.com

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

For missing item(s) upon delivery, please contact us at support@dngworldwide.com. Our staff will assist you further. However, for a new item to be given in exchange, you are required to provide us with all the necessary documentary proof to confirm 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 (e.g., 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 with the subject "Return Item". We will assist you as soon as possible. Please allow 7 working days for your inquiry to be processed. To speed up the process, kindly attach pictures 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.

退货政策

我们的退货政策是什么？

在货物在运输过程中损坏或收到不符合的商品时，您可以联系公司。但请确保：

- a) 对于马来西亚、新加坡和印度：
 - 商品必须在收到之日起 7 天内退回，或者请通过 support@dngworldwide.com 与我们联系。
 - 损坏或不符合的商品需与原装箱和收据一并退回。

- b) 对于马来西亚、新加坡和印度以外的国家：
 - 请通过 support@dngworldwide.com 与我们联系。

缺失商品的退货政策是什么？

如有缺失商品，请在交付时联系我们的 support@dngworldwide.com。我们的工作人员将为您提供进一步协助。然而，若要换取新商品，您需要提供所有必要的文件证明以确认您确实未收到缺失的商品。

由于不可预见的情况导致的延迟交付的退货政策是什么？

由于不可预见的情况（例如自然灾害、COVID 爆发或其他超出我们控制范围的情况）或旺季造成的延迟交付，不适用于退货和换货。

损坏或缺失商品会得到什么样的补偿？

对于损坏或缺失的商品，您可以换取同价值的商品。

如何退还我的商品？

请将您的查询发送至 support@dngworldwide.com，主题为“退货商品”。我们将尽快为您提供帮助。请允许 7 个工作日处理您的查询。为加快处理速度，请附上商品图片以最佳方式描述损坏的商品及其状况。

处理过程需要多长时间？

请至少允许 14 个工作日从我们收到您的商品之日起，以处理您的请求。

退货商品的邮费如何处理？

客户需要承担退回商品所产生的任何邮费和/或运输费用，以便由公司进行评估。