



This policy only applies to consumer purchases.

Refund and Return Policy

At Tomaz we want you to purchase with confidence. We offer a **49 Days Money Back Guarantee** for all customers who purchase our gaming chairs.

However, we understand if there are times that our product will not meet up to your expectations. Let us know about this and we will work on making it right. You may reach out to us at **WhatsApp +6017 877 8030** or Email us at customer@tomaz.my. Our customer service team will get back to you as quick as they can.

In the event that you choose to return the gaming chair, here are the terms:

Return Packaging	Use the original packaging to avoid damages during the return.
Damage Fee	May apply if goods are damaged or missing parts when we receive them.
Validity Period for Withdrawal and Returns¹	Up to 49 days from the date you received your chairs, based on our tracking records.
Condition of Product Eligible for Return	<ul style="list-style-type: none">• Must be in excellent condition.• The original packaging should not be damaged.• No missing parts (including any replacement parts that you have received).• To avoid damage during the return process, please completely disassemble the product. We are not responsible for any damages that result from shipping partially disassembled products.
Refund	<ul style="list-style-type: none">• Initiated within 14 working days after the returned goods pass our inspection.• Refunds will be via the same payment method used for your original purchase. Refunds should be credited to your account within a few days, depending on your bank's practice.
You are responsible for properly packing and shipping your return products. We are not responsible for any returns that are lost, damaged or rejected due to failure to follow the return instructions.	

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Do note that you are responsible for any damage or loss of the goods during the return process. We encourage you to pay for shipping insurance to cover such damage and loss. You are responsible for any insurance claim filing with the carriers.

All refund and return decisions by Tomaz are final.

¹ You are required to provide us with the tracking details for the returned goods within 7 days of initiating your return.

² Shipping costs usually go by volumetric weigh and the chairs are considered bulky items.

³ Damages are assessed based on the condition of the goods and returned parts and overall packaging at the time we received them.