

If you wish to return or exchange any portion of your order, please complete the Return Form and include it with your return shipment. All Returns/Exchanges issues must abide to the Terms & Conditions listed.

No	Order ID	Item Description	Return Reason	Exchange size

Return Reason Code

- | | | |
|---------------------------|--------------------------|----------------------------|
| 1. Item defective/damaged | 3. Wrong item received | 5. Others (please specify) |
| 2. Wrong Size | 4. Item not as described | |

Return Terms and Conditions

- Item(s) can only be returned or exchanged if there is/are any defect(s) found on the item, OR the item received is faulty. For both mentioned reasons, returning and replacement postages are free and covered by TudungPeople.
- Reasons other than stated above would be charged 5% processing fee upon each item returned. Both returning and replacement postages will be bear by the customer.
- Kindly send a return/exchange request to cs@tudungpeople.com prior returning the item. Our customer service representative will attend to your request within 1-2 working days.
- We recommend all returns to be made via Poslaju courier service or reputable courier service from your country.
- Refunds and returning postal charges will only be reimbursed in the form of store credit. The amount will be automatically deducted when you place your next order on our website.
- For exchanges, please note that replacement items are subject to stock availability.
- Item(s) must be returned within seven (7) working days upon approval.
- Returning item(s) must be unworn, unwashed and unaltered, with TudungPeople tags and packaging still intact.
- Upon acceptance, all returned items will take up to seven (7) working days to be processed by our Returns/Exchanges Department.

If you are unsure of the condition of the items, please contact our Customer Service at 03 4144 1377 or email us at cs@tudungpeople.com

Returns/Exchanges request with following reasons will NOT be accepted:

- TudungPeople Online Store portrays all items as accurately as possible. Returns due to colour variances will be charged at 5% processing fee.
- There could be creases as the items are sent via mail. Returns due to creases will not be processed
- TudungPeople is not liable for items that are bought out from any third party. Only returns with correct Order ID will be attended
- Any items purchased at discounted price are not eligible for returns/exchanges. This includes both sale and promotional items