



NH PRIMA INTERNATIONAL  
SDN. BHD.

NH PRIMA INTERNATIONAL SDN. BHD. (977855-W)

NO. 16,16-1,16-2,JALAN WAN KADIR 4,

TAMAN TUN DR ISMAIL, 60000, KUALA LUMPUR.

TEL : 03-7725 0515 FAX : 03-7732 0514 W : WWW.NHPRIMA.COM.MY

## LOFALENS EXCHANGE POLICY

### Online Customer

1. Return the item(s) to us in its original condition and packaging within **48 hours** of the email confirming shipment.
2. Your request will be review within 14 working days of its receipt.
3. Reason such as "I changed my mind", "I don't want it anymore", "The colour is different from the website", will not be considered as valid grounds for repair/exchange.
4. All returned item(s) are subject to quality control inspection and approval. We reserve the right to refuse any refund/repair/exchange requests based on our own evaluation and at our sole discretion.
5. Sale and discounted item(s) are not eligible for exchange.
6. Only purchase made at our HQ is eligible for repair or exchange.
7. It is your responsibility to ensure the item(s) reaches us. We strongly suggest that you send your parcel using registered mail with a tracking number so you can track your parcel. Shipping cost of returning the item(s) are not refundable and will be borne by you.

### Boutique Customer

1. Return the item(s) to us in its original condition and packaging within **48 hours** of the receipt date.
2. Reason such as "I changed my mind", "I don't want it anymore" will not be considered as valid grounds for exchange.
3. All returned item(s) are subject to quality control inspection and approval. We reserve the right to refuse any refund/repair/exchange requests based on our own evaluation and at our sole discretion.
4. Sale and discounted item(s) are not eligible for repair or exchange.
5. Only purchase made at our HQ is eligible for repair or exchange.
6. Once returned request approved, you can exchange for another COLOUR, as long as it is the same design.

We reserve the rights to make amendments to this policy without prior notice. Please call us if you have any queries about repair or exchange. We will be happy to attend you.

Kindly sign below and return the item to us at **NO. 16, JALAN WAN KADIR 4, TAMAN TUN DR. ISMAIL, 60000, KUALA LUMPUR, MALAYSIA.**

### **Checklist**

- [ ] Signed Repair & Exchange Policy
- [ ] Completed Repair & Exchange Form
- [ ] Original receipt
- [ ] Item in original condition & packaging

Signature;

.....

Name:

I/C:

# LOFALENS EXCHANGE POLICY

## PLEASE COMPLETE THIS FORM

Name : \_\_\_\_\_

Phone No : \_\_\_\_\_

Address : \_\_\_\_\_

Order ID/Receipt No : \_\_\_\_\_

\_\_\_\_\_

(If you have receipt please attach in this form)

Email : \_\_\_\_\_

### 1. Please state a reason(s) for exchange/refund?

Reason : \_\_\_\_\_

#### QUALITY

- Damaged/Defective
- Missing Parts/hardware
- Photo mismatch
- Poor quality
- Comfort not as expected

#### SERVICE

- Not as expected
- Arrived too late
- Wrong item arrived

#### OTHER

- Not as expected
- Arrived too late
- Wrong item arrived
- Others; please state : \_\_\_\_\_

### 2. How would you like us to handle your return/exchange?

Exchange item : \_\_\_\_\_

### 3. Return Option.

Self pick up at HQ

By POSLAJU

Address : \_\_\_\_\_

\_\_\_\_\_

### 4. Refund Information.

Account Number : \_\_\_\_\_

Bank : \_\_\_\_\_

Account Holder Name : \_\_\_\_\_