

## Exchange Policy

If you don't think your order is right for you, you may do an exchange\* for equal or higher value items within **7 DAYS** after receiving your order. (Shipping charges, if any, incurred in the exchange process are to be borne by the customer.)

If you think your item is defective, please refer to ***BION Warranty Terms & Conditions***.

Note that return is only valid if the following conditions are met:

1. Within 7 days of receipt
2. Copy of BION's invoice available
3. Item in new and original condition
4. Original packaging available

\* Wearable items are non-exchangeable due to hygiene concerns. Customized products are non-exchangeable.

## Return/Refund Policy

Items sold are strictly non-returnable and non-refundable.

### For Qoo10 Customers (only):

- **Wrong Item/Wrong Quantity Received (within 7 Days of Receipt)**
  - Contact BION via Qpost/Qtalk
  - Provide photo of contents within the parcel
  - Provide photo of the parcel with the delivery information
  - Shipping charges shall be borne by BION for the exchange
- **Defective Items Received (within 7 Days of Receipt)**
  - Contact BION via Qpost/Qtalk
  - Provide photo and video (where applicable) of the defective parts or functions
  - Shipping charges shall be borne by BION for the exchange
- **Return/Refund/Exchange (within 7 Days of Receipt)**
  - Contact BION via Qpost/Qtalk
  - Item must be in new and original condition. Photos of product condition to be provided on demand
  - Original packaging must be available
  - Strictly done at BION Collection Centres only