

# Returning Goods

Thanks for shopping at Vicson Sdn Bhd!

If you are not entirely satisfied with your purchase, we are here to help.

We are happy to accept returned goods in the following circumstances:

- a. When the goods are faulty (i.e. leaking / damaged in transport).
- b. When we have delivered incorrect goods (i.e. not what you ordered as shown on your order confirmation).

## **Faulty Goods and Incorrect Orders**

- When the goods are faulty (i.e. leaking / damaged in transport), or when we have delivered incorrect goods to you, return must be made within 30 days from the date you received the goods.
- We will refund the cost of all monies paid, including the cost of the postage you paid for us to deliver the goods to you.
- We will additionally refund the cost of return postage (shipping cost for returning the goods to Vicson Sdn Bhd) to you.
- Product must be adequately packed, clearly labelled and posted to the address advised by Vicson Sdn Bhd.

## **Refunds**

- Please download and complete the Return Form (as shown below). Scan and email or fax (i) **The Return form**, (ii) **Proof of Purchase** and (iii) **Receipt of the Shipping Cost for returning the goods to us** to [info@vicsonsb.com.my](mailto:info@vicsonsb.com.my) / Fax No.: +60 (3) 6276 6269.
- Once we have received your goods, we will inspect it and notify you that we have received your returned goods. We will immediately notify you on the status of your refund after inspecting the goods.
- If your return is approved, we will initiate a refund to your credit card (or original method of payment).
- Refund Period : Within 7 to 14 days.

Please feel free to contact us through email : [info@vicsonsb.com.my](mailto:info@vicsonsb.com.my) or contact us at +60 (3) 6274 6563 if you require further clarification regarding the Return procedures. We will do all we can to rectify incorrect orders or faulty goods.

Thank you!

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## **Note:**

Please return goods with their original packaging to:

**Vicson Sdn Bhd**

No. 14, Jalan Tembaga SD 5/2, Bandar Sri Damansara, Kepong, 52200, Kuala Lumpur, Malaysia.

## **The Management**

Vicson Sdn Bhd

Main Line: +60 (3) 6274 6563 | Fax: +60 (3) 6276 6269 | Email: [info@vicsonsb.com.my](mailto:info@vicsonsb.com.my)

# Return Form

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

Contact Number: \_\_\_\_\_

Your Order Number: \_\_\_\_\_

Today' s Date: \_\_\_\_\_

Please Select Reason for Return: Faulty Goods / Incorrect Orders

Product Name	Packing	Quantity
e.g. SAE 5W50 100% Synthetic Motor Oil	12 x 1 qt	1

<p><u>Your Comments</u></p>
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