

RETURN POLICY

MALAYSIA CUSTOMERS

Thank you for purchasing Cordstrap Cargo Protection products. We hope that you are satisfied with your purchase. However, if you need to return products, please note the following return guidelines.

POLICY

Cordstrap will accept any items for return that are in new condition in Cordstrap packaging, unused, unaltered, resalable, and free of damages, up to 60 days from the invoice date. Cordstrap will not return the product and/or provide a credit, if a claim or product damage is more than 12 months after invoice date.

DAMAGES AND QUALITY

If you believe your package was damaged in transit using one of Cordstrap's carriers, please contact us as soon as possible at sales.my@cordstrap.com and we will work with you to resolve the issue.

If you believed you received a quality deficient product, please contact us. An investigation will be opened and we will work with you to resolve the issue.

If shipping was arranged using your organization's own carrier, you will need to file a claim directly with them. We would be happy to assist with any details required for you to do this.

GENERAL RETURN PROCESS

To return an item, simply contact us at sales.my@cordstrap.com with your order number and details of the product you would like to return.

We will respond within 2 business days, after investigation, with instructions for how to return your items. Returns are typically processed within 7 business days. You can also call +603 5891 6026 for assistance. Returns are subject to a 15% restocking fee.

Shipping costs, minimum order value charges and order processing fees are not refundable.

SOME EXCLUSIONS APPLY:

CUSTOM PRINTED PRODUCTS

Custom made products containing an organization's information, such as logos, are not returnable. (Unless quality deficiency applies)

SHIPPING COSTS

If you received unordered product due to our error, or received damaged product using our contracted carriers, we will cover the cost to pick up and re-ship the material. Cordstrap will arrange shipment with a carrier, unless specified by customer.

RESTOCKING FEE

If you are returning unused product within 60 days of invoice date, you will be responsible for the shipping charges back to Cordstrap, plus a 15% restocking fee.

PROCEDURE

When you contact us requesting a return, we will provide you with an RMA number. If the return is related to damage or quality, we will open a case and start investigation to determine root cause of the failure. Please put this reference outside on the box. After product is received and evaluated a refund will be issued if applicable.

EXCLUSIONS

Items with an expiration date of less than 3 months are not eligible for return. Slow moving or obsolete items that were promotionally priced or discounted are not eligible for return. We reserve the right to deny a return.

FOR MORE INFORMATION YOU CAN CONTACT US AT

t +603 5891 6026 | **e** sales.my@cordstrap.com

www.cordstrap.com