

# Refund Policy

Last Updated: [28/11/2023]

Thank you for shopping with [MALAYSIAN DYNAMIC MEDIA SDN BHD]. We want to ensure you have a satisfying shopping experience, and our refund policy is designed to be transparent and fair.

## 1. Eligibility for Refund:

- We only offer refunds for items that are damaged, defective, or if there was an error on our part.
- To be eligible for a refund, please notify us within [7 days] of receiving your order.

## 2. How to Request a Refund:

- To initiate a refund, please contact our customer support team at [bookofjake.2023@gmail.com] with your order number, a description of the issue, and clear photos of the damaged or defective item.

## 3. Refund Process:

- Once your request is received and approved, we will process the refund within [7 Malaysian business days].
- Refunds will be issued to the original payment method used during the purchase. Will be notified if there is any changes in the payment methods under any unforeseen circumstances.

## 4. Non-Refundable Items:

- Certain items are non-refundable, including [shipping cost].

## 5. Return Shipping:

- If required, we will provide instructions for the return shipping of the item.
- Customers are responsible for the cost of return shipping unless the return is due to our error.

## **6. Cancellations:**

- Once an order is placed, cancellations are not guaranteed. Please contact us immediately if you need to cancel an order.
- Upon the order is processed, cancellations will fall back to the default refund policy as stated on this document.

## **7. Changes to This Policy:**

- We reserve the right to update or change our refund policy at any time. Any changes will be effective immediately and will be communicated through our website.

## **8. Contact Information:**

- For any questions or concerns regarding our refund policy, please contact us at [bookofjake.2023@gmail.com].