

## **Return & Replacement Policy**

Subject to the terms and conditions stated herein, you may apply for return of the products purchased at our website and request for return and/or replacement subject to validation and approval by us. We handle returns of products on a case-by-case basis with the ultimate goal of maximize our customers' satisfaction. Our return and replacement policy includes a new replacement unit for all purchases made on our website.

### **1. Definitions**

- 1.1 Reference to “you” or “customer” or “customers” in this Return and Replacement Policy are references to the buyer who has purchase our product at our website.
- 1.2 Reference to “we” or “us” in this Return and Replacement Policy are references to PRIFE INTERNATIONAL SDN BHD, a company duly incorporated in Malaysia.
- 1.3 Reference to “website” means our e-commerce platform at <https://www.prifeintl.com/iTeraCare>.
- 1.4 Reference to “Products” means the products you purchased at our website.

### **2. Eligibility for Return & Replacement**

- 2.1 The customer may apply to return the Products to us in the following circumstances:
  - (a) The Products was faulty and/or defective (i.e. malfunction) when received by the customer;
  - (b) The Products that delivered to the customer is materially different or do not match with the specification stated in our website;
  - (c) On a case-by-case basis, subject to our approval.

2.2 Subject to Paragraph 2.1, the return of the Products to us must be:

- (a) sent to the location designated by us;
- (b) made within 21 days from the date of purchase from the website. We reserve the right to reject the the Products if the returned is made after the said 21 days' time limit;
- (c) in its original condition, unused with its original packaging, unless the Products are faulty or damaged upon received by the customer;
- (d) attached with proof of purchase (Delivery Order); and

### **3. Procedures**

3.1 The procedure for the return of the Products and replacement are as follows:

- (a) firstly, please reach out to Headquarters, Branch or Stockist via Messaging App or Email to request for return and replacement of the Products
- (b) in your message or e-mail, please let us have the following:
  - (i) the reason of the return of the Products;
  - (ii) proof of purchase of the Products (Delivery Order);
  - (ii) picture or video of the Products showing the damages or defect (if the Products is faulty or damaged); and
  - (iii) any other supporting documents to proof your claim

(c) thereafter we will revert to you within 7 working days from the date of your message or e-mail and inform you of our findings. Please take note that we may request for further evidence or proof to process your replacement unit.

(d) finally, we will review your request of return of the Products and replace on a case-by-case basis and inform you via message or e-mail whether your return and replacement request application is successful.

#### **4. Shipping fee**

4.1 In the scenario of an unforeseen error from us or the occurrence of the circumstances stated in Paragraph 2.1 herein, we undertake to bear the customer's return shipping fee for the return of the Products.

4.2 In the event there is no fault on the part of us, the customer shall bear all costs associated with the refusal and return of the Products.

4.3 We will not be responsible for goods damaged or lost during the shipment and the customer is encourage to use an insured postal service and obtain a proof of posting.

#### **5. Refund**

5.1 We will only refund to the customer upon our inspection on the Products returned. Please take note that all returns are subject to validation and approval by us. You will receive a refund confirmation and the refund method upon the approval of your refund application.

#### **6. Restrictions**

6.1 No exchange, cancellations, or amendments are applicable after a following day where payment is processed and completed online if there is no fault on the part us.

6.2 We reserves the right to refuse any cancellations or request to refund in the event of a suspected case to manipulate the payout of the compensation plan.

## **7. Return Fraud**

- 7.1 We will report to the relevant authority if customers are caught engaging in return fraud as shoplifting or theft charges. Common type of return frauds are renting Products and returning after a period of time and returning stolen or counterfeit products (bought from unauthorised seller).

## **8. Need Help?**

- 8.1 If you have any issues regarding to return or replacement of Products, you may contact customer service through our email at [my.support@prifeintl.biz](mailto:my.support@prifeintl.biz)