

# Refund policy

## **Our Returns / Refunds Policy**

1.0 When you return a Product to us (for instance, because you have cancelled the Contract between us, or have notified us that you do not agree to any change in these Terms and Conditions or in any of our Policies, or because you claim that the Product is defective, or you are not satisfied with the Product), we will examine the returned Product. Provided we are satisfied with the condition of the Product following our examination, we will either replace the item (if returned owing to a defect) or provide you with a refund after deduction of cancellation fee in the form of Shin Mart promo code with the exact value to be refunded, to be used at Shin Mart website for your next purchase. In the event of money being refund, we will refund any money using the same method originally used to pay.

1.1 Subject to clause 1.0 above, products returned by you because of a defect or within the three-day cooling-off period will be refunded after deduction of cancellation fee amount to the delivery fee charged by appointed delivery company.

1.2 A claim by you that the quantity of the Products delivered falls short of the quantity ordered shall be notified to us within 1 day from the date of delivery. If you do not notify us accordingly, we shall have no liability in respect of such shortfall and you shall be bound to pay the price as if the Products had been delivered in accordance with the Contract.

1.3 The cost of return transportation for cancellation of orders is at your expense.