

## Returns & Exchange Policy

Our return policy covers all regular priced items and is valid for 7 days from the date of purchase.

Return/exchange is only accepted for defected items or items grossly misrepresented in product listings. To be eligible for a return, your item must be unused and in its original condition, with original tags and/or packaging intact.

We do not accept return on sale and promotional items, as well as return of regular priced items beyond the stipulated time period.

Return postage costs is to be borne by the buyer and is non-refundable.

To initiate a return, please contact our customer service representative with the return details:-

Email: [lnsb@luxor.com.my](mailto:lnsb@luxor.com.my) (mailto:lnsb@luxor.com.my)

A refund will only be available if your returned item is out of stock. Shipping Cost is non-refundable. If your request is approved. It will be processed, and credit to your eWallet within 7 working days.

## **Product Return Procedure**

In order to facilitate the processing of return, please provide the following information when completing Return & Exchange Form and return the form together with the product/s to us for further processing:

- (a) The reason of return
- (b) Picture of the product
- (c) The product name and quantity
- (d) The Invoice number