

## TERMS AND CONDITIONS

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### SHIPPING

The shipping cost is based on Pos Malaysia's rates. All shipping is by Registered Mail so that your item/order can be tracked. Once payment has been received, we will process your order within 3-5 business days.

If stocks are available, we will strive to post them within 3 working days and the delivery time is subjected to Pos Malaysia's mail schedule (within 3 to 10 business days) locally. For International orders, the shipping duration is about 14-21 business days.

For products not in stock, we will strive to make a special order for you. While every effort is made to deliver the items to you within the shortest time span, please allow 2 to 6 weeks for delivery subject to stock availability.

### NON-REFUND POLICY & DEFECTIVE ITEMS

Once an order has been placed, all items are non-refundable. In case of out-of-stock, out-of-print or our inability to fulfil your orders, all monies will be refunded. Sometimes products do get damaged due to handling and shipping by third-party vendors. If you find the product defective, you may ask for a replacement by sending us the defective item.

### IMPORTANT NOTICE:

In the unlikely event that the item(s) or parcel is undelivered and/or unclaimed by you and the item(s)/parcel is returned to Lovelle Enterprise, you shall have to bear the cost of shipment and handling charges to redeliver the item(s)/parcel.

Kindly note should the order/parcel not been accepted or claimed by the customer/consignee or is undeliverable due to error or omission on the part of the customer/consignee or owner or for which no disposition instructions have been provided to Lovelle Enterprise (shipper) within the 90 days (**upon receiving email notification from our end**) of its arrival, the order/parcel shall be considered unclaimed/abandoned. Lovelle Enterprise has the right and shall abandoned the order/parcel and no substitute / refund/re-delivery request shall be entertained.

In the event that the item(s) or parcel(s) are held and/or unclaimed at custom and/or destination's countries due to your refusal to pay the tax, GST, VAT and/or storage, Lovelle Enterprise shall not liable should the courier company proceed to abandon or destroy the orders after certain holding period according to their policy and the order will not be refunded.

Lovelle Enterprise (shipper) shall not entertain any request(s) from the customer (consignee) for cancellation or refund the confirmed order(s) should the customer (consignee) refuse to pay the duty and tax incurred at the destination countries.