

RETURN POLICY

Unconditional Return Policy

If you are not satisfied with your purchase (damaged during shipment or wrong item/type/-shade/etc), you can send it back to us.

- Returns must be made within 14 days from date of purchase.
- Damaged items must be returned together with their original box.

Kindly inform CS before send back item or else the request will not be process.

The resend item will arrange with random courier.

Please provide the return parcel tracking number, if not please bear your own risk.

What will I get back after returning the item(s)?

You can choose to have either a prorated refund (if order has applied promotion code) to your bank account (within 1-14 working days) OR replace to a same value item product.

What about postage charger?

Customers would have to bear the postage fees for shipping item(s) back to us during the return process. Please allow 14 working days for this process to be completed.

For more information, kindly email to support@stationone.com.my

How can I return my purchase?

Kindly email your inquiry to support@stationone.com.my with the subject "Return Item". We will assist you as soon as possible.

Please allow 7 working days for your inquiry to be processed.

To make the process run smoother and faster, do email your inquiry with picture(s) of your item(s) & its condition and your order details for record purpose.

How long will it take to receive my refund/new item(s)?

Please allow a minimum of 14 working days from the date we receive your return package.

Refund will based on customer actual paid - Final payment to refund, voucher cannot change into cash term

I need more information about this. Who do I contact?

You can contact our customer service at [03-91301060](tel:03-91301060) or email your inquiry to support@stationone.com.my

Our customer service will contact you during working days and hours.