

Refund & Return Policy

Last updated: [2nd Jan 2026]

Thank you for shopping with **www.eshopping.asia**. We value your satisfaction and comply with the Consumer Protection Act 1999 for fair refund and return practices.

1. Eligibility for Returns

You may request a return within 7 days of receiving your order if: -

- The item is **defective, damaged, or not as described**.
- The item must be **unused, unwashed, and in its original packaging**.
- Proof of purchase should be kept safely, as it may be required in certain situations (such as providing an order number or receipt)

Please contact us at **[your email address]** before returning any item.

2. Non-Returnable Items

The following items are not eligible for return or refund: -

- Sale or clearance items
 - Gift cards or downloadable products
 - Custom-made or personalized items
 - Perishable or hygiene-sensitive products (e.g. food, cosmetics)
-

3. Refund Process

Once we receive and inspect your returned item: -

- You will receive a notification by email.
 - If approved, your refund will be processed within [5–10 business days] via your original payment method.
 - If your refund is delayed, please contact your bank or card issuer for updates.
-

4. Exchanges

You may exchange your product for the same item in a different size or color (subject to availability).

Please contact us before sending any exchange request.

5. Return Shipping

- a. Return shipping costs are borne by the customer, unless the product received was defective or incorrect.
 - b. We recommend using a trackable shipping service to ensure your return reaches us safely.
-


6. Damaged or Wrong Items


If your order arrives damaged or incorrect: -

- Please notify us within 7 days of receipt, based on the date our system indicates the item was received by the customer.
 - Provide photos of the product and packaging for verification.
 - We will replace or refund the item at no additional cost.
-

7. Contact Us

If you have any questions about our Refund Policy, please reach out: -

 sales@eshopping.asia

 www.eshopping.asia