

RETURN & REFUND POLICY

(Revision 5th March 2021)

Thank you for shopping on kitchenplaza.com.my

All online purchases through kitchenplaza.com.my, customer may raise any issues occurred within 2 days after delivered date. If anything happened to the product during shipping process (broken product, incomplete order), customer may contact us and provide all necessary proof (e.g : photos or video). We do not accept any change of minds.

We do not accept returned items that were sent back directly without notifying us first. Any addresses on the parcel is not approved as the return address. Returned packages without an authorized return address from customer service representatives will not be refunded. Return shipping costs for the returned packages are non-refundable.

How to Make Your Refund:

Email us at "norsima.sidek@gmail.com" with your request for a refund, order ID, & proof (e.g : photos or video) to support your claim.

Cancellation Policy

We accept order cancellation before the product is shipped or produced. If the order is confirmed cancelled ,you will get full refund. We process the refund action within 7 days.

We do not accept order cancellation request once the product is shipped out.

The number of day taken for refunds to be processed after refund has been accepted: 7 days.

Contact Us

If you have any questions or concerns, please do not hesitate to contact us. We would love to hear from you, contact us on:

Email: norsima.sidek@gmail.com

Disclaimer

Kitchen Plaza reserves the right to change or revise the terms and conditions of this Agreement at any time by posting any changes or a revised Agreement on this Website.