

## **SHIPPING POLICY**

X-Miles offers a standard local courier service to deliver your orders. All items are usually kept in stock and shipped from our warehouse.

The estimated shipment date on your order is based on product availability, payment processing and warehouse processing time and does not include transportation time. Payment processing will not start until we receive all necessary information and the full payment amount.

X-Miles business hours are from Monday to Friday 8.30 am to 6.00 pm, excluding public holidays. Orders placed on the weekend or on public holidays, or period outside of business hours will not start order processing until the next business day.

Unless otherwise agreed, products will be delivered to the indicated address on the invoice. The estimated delivery date will be within 3 to 5 business days within Peninsular Malaysia. Please expect longer delivery times outside of Peninsular Malaysia shipping addresses.

The delivery fee is calculated by the size and weight of the items, plus delivery location.

In the event of unsuccessful delivery due to unattended recipient address upon arrival of product, there will be no refund of delivery fees. Additional charges will apply to reschedule another delivery.

## **REFUND AND RETURN POLICY**

This policy sets out the circumstances in which products or services ("Products") supplied by X-Miles Sdn Bhd ("X-Miles") to a customer ("you") will be accepted for return.

The product images shown are for illustration purposes only and may not be an exact representation of the product. X-Miles reserves the right to change product images and specifications at any time without notice.

### **NO CHANGE OF MIND RETURNS**

Please choose carefully as X-Miles does not accept return or refund of products because you change your mind or make a wrong decision about X-Miles's products or services.

### **WHEN PRODUCTS WILL BE ACCEPTED FOR RETURN OR REFUND**

- Defective products due to manufacturing defects.

### **WHEN PRODUCTS WILL NOT BE ACCEPTED FOR RETURN OR REFUND**

- Purchased items that have been personalised e.g. logo applied or made to a customer's specification.
- the return is not complete, scratched, damaged or subjected to normal wear and tear, abnormal storage or operating conditions.
- The product information or instructions have not been followed, which has attributed to a fault or caused damage.
- Repairs or alterations have been made by a non-competent person or where the products design has been altered.

- A repair or where alterations have been made by a you to the product(s).
- A fault or damage has occurred as result of not using an approved installer or competent person.

A decision to return a product can be made within 14 days of the receipt date, as denoted by tracking information. We reserve the right to refuse a return or refund. You must first be contacted to validate the return request by emailing [info@xmiles.com.my](mailto:info@xmiles.com.my).

The product must then be returned to X-Miles within 10 business days of your return request being accepted. Any costs associated with the return shipping of the product must be borne by you.

If you are entitled to a refund, then we will refund to the original payment method. Refunds are usually processed within 7 business days. However, during busy periods this may take longer. We will contact you via email as soon as we have processed your refund. X-Miles reserves the right to make deduction(s) if the value of the product(s) has decreased e.g. by way of damage.