



Terms & Conditions of Money Back Guarantee

1. To request for a refund, the customer must submit a Money Back Guarantee Request Form available at www.medklinn.com within 14 days from the date of purchase of their MedKlinn Product with no prior extension.
2. This Money Back Guarantee is only applicable for the purchases of Asens+ 20, Asens+ 40, Asens+ 60 or Autoplus from MedKlinn Showroom (No. 22, Jalan Pengacara U1/48, Temasya Industrial Park, 40150 Shah Alam) or MedKlinn Online Store (<http://www.medklinn.com>).
3. This Money Back Guarantee is NOT applicable on products purchased from other retail partners, independent pharmacies or car accessories shops.
4. The unit must be returned to MedKlinn Showroom at No. 22, Jalan Pengacara U1/48, Temasya Industrial Park, 40150 Shah Alam with the **original invoice/ proof of purchase** stating clearly the date of purchase, at the customer's own cost.
5. The 14 days period will commence on the date that the customer accepts delivery of the MedKlinn product. Where there is no proof of delivery, this date will be assumed to be 3 business days from the shipping date.
6. Each customer can only return up to a maximum TWO (2) units of any models.
7. This Money Back Guarantee is not applicable for purchases made with Easy Payment Plan.
8. Unit(s) must be returned in its original condition or state without any damage or scratches with the original box, warranty card, instruction manual & adaptor.
9. It shall not be returned when the unit is scratched or damaged; the packaging is damaged.
10. All free gifts or vouchers with purchases must be returned together with products which are to be refunded (if applicable).
11. MedKlinn International Sdn Bhd reserves all rights to reject and not refund the customer the full amount if the unit has been damaged or scratched. For all purchases, an admin fee (5% of the purchase price) will be deducted from the amount to be refunded.
12. Refund will only be made in the form of mailed cheque 30 days from the date of submission of required documents and return of the unit(s).
13. If any of the Money Back Guarantee policy requirements are not met, then the return will be rejected. Rejected returns are to be collected by customer within 30 days, after which we will dispose of the item.