

## **RETURN & REFUND POLICY**

1. Should there be any discrepancy of products delivered and Customer wishes for return and refund, Customer need to notify Customer Service by phone 601136269063 or email [duxton@duckhub.ai](mailto:duxton@duckhub.ai) to report on the products upon 3 days of receiving the goods. Please allow up to 7 working days for your inquiry to be processed.

2. Return/Refund of Products can be arranged under the following reasons:

- If the products delivered is in damaged or defective condition; or
- If the products is near expiry or expired; or
- If the product is different from the Order delivered. Products for return or refund shall be returned in its original condition, quantity and packaging as it first delivered to customer together with proof of purchase.

## **CANCELLATION POLICY**

No order cancellation will be entertained after order and payment are received.