

SUNMI TH

Terms and Conditions of Refund & Return

REFUND

Credit Card Refund:

If you have received the wrong item(s) in your order or have received damaged products or manufacturing defects in your order or if your order is missing during delivery, we will process your refund. In the case of payment for products by credit card in full payment or in the installment payment, company will refund money to credit card account that the customer used to make purchase within **15-21 days after receiving confirmation from SUNMI TH**** excluding Saturday-Sunday and public holidays. However, this may vary by the credit card billing date of customers. Customers must have a receipt for the product which is needed to refund.

Refund payment via Cash, Internet Banking, ATM, Bank Counter, or Cash on Delivery:

A refund will be refunded to the account that the customer used to make purchases within

7-14 days

RETURN

1. Damaged products or the incorrect product, based on the purchase order, can be replaced within 7 working days after receipt of the product.
2. Products to be replaced must be in original condition with all original boxes, labels, and accessories cannot be broken. Customers will also be requested to send a proof / picture or video of the products prior returning of products.
3. The company reserves the right not to accept the return after that period.
4. In case manufacturing defects detected by our technician, the company will proceed the claiming for customers.
5. The company reserves the right to evaluate the return before processing replacement.
6. Customers will be responsible for the logistic costs of returning products to our store.
7. In the event of disputes or arguments, the company's judgement shall be deemed final.

How to return:

- You can contact **SUNMI Care** Call Center at 02-114-7173 or send an email to contact@sunmith.com for your inquiry.
- You can also return the product directly at our SUNMI Shop >>**LINK MAP HERE**<<