

# SUNMI TH

## Cancellation Procedure

### Order Cancellation

Customers can cancel an order if the payment is not yet completed.

You will be charged 2% cancellation fee, if you cancel your order once the shipment has arranged after 24-hour mark. Customers must contact Sunmith call centre via email or telephone to report cancellation request

### Delivery Cancellation

If order status has not yet changed to “Ready to Ship” or “Shipped”, customers can cancel the order instantly.

### Note

- Sellers are allowed to reject cancellation requests for orders that have been packed/arranged for shipment.
- If necessary, you may discuss with the seller directly via SUNMI TH Line Official Account or contact the Sunmith call centre(Bangkok) at 02-114-7173 and (Pattaya) at 03-303-3168 between 9.00 am - 6.00 pm operating every day or contact via email at [admin@sunmith.com](mailto:admin@sunmith.com) to raise a return/refund request after you receive your order.
- Refunds will be automatically processed upon successful cancellation.