

Return & Refund Policy

At **KS Healthcare (M) Sdn Bhd**, we are committed to ensuring satisfaction with every purchase. This policy outlines your rights and our procedures for handling returns and refunds in accordance with the **Consumer Protection Act 1999 (CPA)** of Malaysia.

This policy applies to both:

- **Digital Services** (redeemed at our clinics or designated locations)
 - **Physical Products** (purchased online or in person)
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1. Digital Services (In-Person Redemption)

Our digital services refer to prepaid appointments, wellness packages, vouchers, or promotional services that must be **redeemed physically** at our branches.

Eligible for Refund:

We may approve refunds for digital services in the following situations:

- Service is **unavailable or cancelled** due to clinic closure or scheduling issues
- Purchase errors (e.g. duplicate transactions or wrong package)
- Customer is unable to redeem due to **verified medical reasons**
- Technical issues during checkout or payment

Not Eligible for Refund:

- Change of mind
- Failure to redeem within **validity period**
- Missed appointments or last-minute cancellations (less than 24 hours)

- Services clearly marked as non-refundable or promotional

17 **Booking Notes:**

- All digital services require prior booking and must be used before the expiration date
 - Rescheduling may be allowed depending on availability
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2. Physical Products

Physical items may include health-related merchandise, supplements, dental care products, or clinic-related accessories.

Eligible for Return/Exchange:

- Wrong item received
- Item is damaged, defective, or expired upon delivery
- Return is requested within **3 days** of receiving the item
- Item is unused, in original condition and packaging, with proof of purchase

Not Eligible for Return:

- Change of mind
 - Opened or used items
 - Products damaged due to customer misuse
 - Items marked as **non-returnable**, **clearance**, or **final sale**
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3. How to Request a Return or Refund

Please email us at return@kshealthcare.com.my with:

- Your name and contact details
- Order number or invoice
- Reason for return/refund
- Photos (if physical item is damaged or incorrect)

You will receive a response within **5 business days**. If approved:

- Refunds will be processed within **7–14 business days** to your original payment method
- For returns, customers may be responsible for return shipping (unless due to our error)

4. Contact Information

If you have any questions or concerns about this policy, please contact us:

KS Healthcare (M) Sdn Bhd

Email: hello@kshealthcare.com.my

Phone: **+6 012 2228950**

Business Hours: 9am to 6pm (Monday to Friday)

Redemption & Return Location(s): 22, Jalan Meranti Puchong, D'25 @Meranti, 47120 Puchong, Selangor

Last updated: 15 July 2025