

## Return Policy

Thank you for shopping with SGL Confectionary!

We strive to ensure all our snacks and tidbits are delivered fresh and in good condition. Please read our return policy carefully before making a purchase:

- No returns or refunds will be accepted after the product has been opened.
- All sales are final unless the item is proven to be expired at the time of purchase or delivery.
- If you receive a product that is expired, please contact us within 3 days of receiving the item, along with proof of purchase and clear photos of the product and expiry date.
- Products must be unopened and in their original packaging to be eligible for return.
- We only accept returns for purchases made within Malaysia.
- We reserve the right to reject any return that does not meet the above criteria.

Need help?

WhatsApp: +6016-465 7704

Email: [jeffryhung@hotmail.com](mailto:jeffryhung@hotmail.com)

Shop Online: <https://sglconfectionary.justorder.today/v2>

## Terms & Conditions

By purchasing from SGL Confectionary, you agree to the following terms:

### 1. Product Information

We aim to display accurate product descriptions and expiry dates. However, packaging or minor

product variations may occur due to supplier updates.

## 2. Payment

All payments must be made in full before orders are processed. Prices listed are in Malaysian Ringgit (MYR) and inclusive of any applicable taxes.

## 3. Delivery

We deliver across Malaysia, including Peninsular and East Malaysia. Delivery times may vary depending on location and courier services.

## 4. No Cancellation Policy

Once an order is placed and payment is made, it cannot be cancelled.

## 5. Returns & Refunds

- No refunds or returns are allowed once products are opened.
- Returns are only accepted for expired items (refer to Return Policy above).
- We reserve the right to refuse a return if it does not meet the stated conditions.

## 6. Limitation of Liability

We are not liable for any indirect damages, allergic reactions, or misuse of products after delivery.

## 7. Changes to Terms

We reserve the right to update or modify these terms at any time without prior notice.