

RETURNS & EXCHANGES POLICY

We want you to be happy with your purchase and we apologize if it is not. For whatever reason that you are not satisfied, we would be most happy to provide exchanges and returns for all items purchased from us if the following conditions are met :

All item must be unopened

All items must be in their original packaging

All items must be, in its original condition

Originals receipts would need to be included

Health supplements or product purchased can be exchanged or returned for a refund within 7 days

All items would need to be purchased originally from www.ebiders.com

If non of the above conditions are met, we regret to inform that we are unable to process any claims for exchanges or refund regardless that the items have been mailed back to us.

1. VALIDITY FOR EXCHANGES & RETURNS

All exchanges and returns would need to be raised within 7 days of the invoice date for online orders, and 20 days for overseas orders. All requests for returns however, would need to be strictly via email to sales@ebiders.com for both local and overseas deliveries.

2. EXCHANGES & RETURNS ONLINE

2.1 You will need to include your original invoice together with the item(s) in its original condition and packaging.

2.2 Kindly email your reason of exchange to order shop@ebiders.com

2.3 Mail us your parcel via a traceable mode of postage to our address.

2.4 Wait for our email confirmation and you will be notified once it's ready. Generally, the processing period is 5 working days upon receipt of your parcel for an exchange or refund.

2.5 No refunds will be given for taxes, duties, tariffs and excise charges levied for overseas orders either for refunds or exchanged items.

2.6 Exchange is applicable to the same product that you purchased.

2.6 We do offer cash refund under any circumstances. For any reason of exchange and returns, the value will be transferred to your bank account via Bank within 14 working days.

2.7 Every company have their own terms & conditions, store credit options and refund process. Please read our T&C before you proceed with any of the option given [📄](#)

3. OTHER TERMS & CONDITIONS

3.1 All items that are returned and exchanged, can only be made once.

3.2 Shipping cost for the return will be borne by the customer. You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund

3.3 Our returns and exchanges policy does not cover damage resulting from unique, accidental, or random damage that is the result of use by you or the shipment service for items lost in transit to us.

3.4 You will receive a refund of the purchase price that you had paid for the returned product (excluding any charges for the initial shipping and handling of the product to you, any postal charges incurred will be charge towards the purchaser and RM5 restocking fee) within 7 days of Ebiders's receipt/invoice of the returned product. In the event that the procedure herein is not followed, Ebiders reserves the right to accept the return of the product on such terms that it may determine at its sole discretion.

4. Delivery Policy

4.1 The estimated delivery time depends on the shipping logistic company that is used at that point of time for your purchase. We would ship out within 1-2 next working days once the payment has been made.

4.2 Ebiders are not responsible for the shipment tracking once the shipment is shipped and the receiver would be responsible to correspondent with the shipping company for any changes, update or delay.

4.3 We will not be responsible for any damage to the product caused by the delivery.

4.4 For multiple/bulk order item, please note that your order will only be shipped when all items ordered are available.

4.5 When the carrier returns an undeliverable package to us, a full refund inclusive of shipping charges is issued. To purchase items that were undeliverable, a new order will have to be placed. Please make sure your address is correct before confirming your order. *If making a purchase for someone else as a gift, it might be a good idea to notify him/her about the impending delivery to minimize confusion which might lead to a refusal of the package.*

Bulk Order

For bulk order, health supplements, supplier order, special order arrangements. Distributor purchase. The delivery method and condition might be vary and subject to negotiations.

Contact us for further details,

MARCUS HAW GUAN HWEE

Email: marcushaw0406@gmail.com

Phone Number/ Whats App: [+6019-2692898](tel:+6019-2692898)

5 Backorder

5.1 Although **Ebiders** try to maintain inventory of all items in the warehouse, occasionally an item will be backordered because it is temporarily out of stock before we are able to update the website. As soon as your order can be fulfilled, we will ship it out for you.