

Terms and Conditions for Money Back Guarantee (RELAZZ Only)

1. **Approval Process:** All money-back guarantee requests are subject to approval by the Wellous management.
2. **Refund Application Submission:** By submitting a refund application to contact@aemis.store, you agree to comply with the terms and conditions outlined herein.
3. **Timeframe for Money-Back Guarantee:** Money-back guarantee is only applicable for claims submitted and received within 30 days from the date of product's date of receipt of the product and any request made after this period will be deemed ineligible.
4. **Money-Back Guarantee Limitation:** Each customer is entitled to ONE TIME money-back guarantee for first-time purchase from Relazz official store only. All subsequent purchases beyond the first, from the Relazz official store, do not qualify for the money-back guarantee.
5. **Bundle Purchase Terms:** Should the customer purchased in bundles for the first-time purchase, the customer can only consume the contents of the first (1) box to assess their satisfaction and decide on the refund application. To initiate a refund, customers must return the remaining boxes of the products in its original state (unconsumed and unopened)
6. **Return Process:** Customers are required to return the remaining, unopened boxes to the addresses below:
 - **Malaysia Warehouse Address**
2, Jalan BK 1/12, Bandar Kinrara, 47180 Puchong, Selangor
 - **Singapore Warehouse Address**
7 Mandai Link #10-08 Singapore 728653
7. **Refund Eligibility:** Products returned in a state other than their original state (tempered, consumed, or unsealed) will not qualify for a refund. Any such returns will render the refund request null and void.
8. **Non-Refundable Items:** The original shipping fees, vouchers, and points used in the initial purchase are non-refundable.
9. **Points Deduction for Money-Back Items:** Any points acquired through the purchase of a money-back item will be deducted from the account accordingly.
10. **Responsibility for Return Costs:** All return shipping charges, including delivery fees, taxes, and tariffs, for the returned products, are to be borne by the customer.
11. **Return Timeframe:** Products must be returned within 30 days from the date of approval for the refund application and any returns made beyond the date will be disqualified and will not be granted a refund.
12. **Logistic Responsibility:** Wellous will not be responsible for any logistic mishaps during the delivery process for the returned items, including but not limited to lost, damaged, or delayed parcels. For your protection, we recommend that you use a traceable delivery service.
13. **Non-Refundable Lost or Damaged Items:** Lost or damaged items during the return delivery process will not be eligible for a refund.
14. **Refund Processing Time:** Refunds will be issued within 30 business days upon receiving the returned item in a good condition, subject to Wellous approval.
15. **Refund Method:** Refunds will be made via the original mode of payment.

17. **Authorized Dealers and Approved Site:** Only products purchased from Wellous Dealers and approved site <https://www.aemis.store/en/relazz> will be eligible for the Money Back Guarantee process.

18. Wellous reserves the right to reject a money-back request, if any of the specified requirements are not met.

19. Wellous reserves the right to amend, suspend, or terminate this money-back policy at any time, without prior notice.