

Condition of Sales & Return Policies

At MERRYLIFE®, we are committed to bringing wellness to everyone, every day, and providing the highest quality products and services is a vital part of this commitment.

Return for orders of products.

If for whatever reason you wish to cancel your order of MerryLife International Sdn Bhd products and/or services, you will receive a full refund* on your purchase price when you:

- Contact our support team about the return.
- Return the unopened products to us # within seven (7) calendar days from the date of your purchase.
 - By Registered Post or
 - By walk-in.

* As MerryLife International Sdn Bhd products are perishable goods, MerryLife International Sdn Bhd WILL NOT make any refund on the following:

1. FOC items,
2. PROMO CODE purchases
3. DISCOUNTED price items
4. On Sale items
5. A product whose label / inner seal/hygiene seal / air-tight cap has been broken or the product or packaging has been damaged in any way.
6. Products that are bought out of Malaysia.
7. Products that are bought from other sources besides MerryLife Corporate office and Merrylife2u.com.my

Mandatory Deductions

- A delivery fee of the returned order will be paid by the buyer (even if the product's inner seal/hygiene seal / air-tight cap has not been broken).
- Your return amount will be credited as store credit to your merrylife2u.com.my account no later than 14 business days from the date of return, and MerryLife International Sdn Bhd will notify the refund applicant.
- Days, weeks, and months mean business days, weeks, and months, inclusive of Saturday, Sundays, and Public Holidays.

Walk in return hours are from 12 PM to 5 PM (Monday – Friday).

Product Exchange Policy

Consumable products are in line with the standard guidelines of safety and quality set by the Authority of Malaysia. We maintain the highest product quality standards and customers' protection; product exchanges WILL NOT be accepted under the following conditions:

- Damaged packaging: opened the packaging, not fully sealed, torn, tampered, surface peeling, stains.
- Defaced packaging: Stickers, markings/handwriting, damaged bar code/lot number.
- Loose products: not in original sealed packaging at the point of delivery.
- Promotional Items: Indicated "FOC" items.
- Administrative Items: All administrative items indicated on MerryLife International Sdn Bhd price list.
- Export Items: Items shipped out of Singapore land for gifts & personal usage.
- Products with less than 6 months to expiry at the time of return.
- MERRYLIFE® products that are not bought from MERRYLIFE® corporate office, merrylife2u.com.my, and official marketplace listed in Merrylife2u.com.my

The exchange must be done within three (3) business days from the date you receive the item.

Right of Disposal

MerryLife International Sdn Bhd reserves the right to dispose or deal with your products in any way and at its sole discretion should your products remain uncollected for more than one (1) calendar month from the date of your purchase, in which case you WILL NOT be entitled to any refund or part thereof on the purchase price, nor will MerryLife International Sdn Bhd entertain any request for the re-issuance of products.



Dispute Resolution

You expressly agree that any dispute you may have in relation to or arising from these Condition of Sales and/or from your purchase/use of MerryLife International Sdn Bhd products and/or services shall first be brought up to MerryLife International Sdn Bhd management for resolution, and thereafter to the Malaysia Authorities for mediation. In this regard, you expressly consent to MerryLife International Sdn Bhd applying for a stay of proceedings with costs on an indemnity basis against you should initiate judicial proceedings without first attempting a resolution with MerryLife International Sdn Bhd and thereafter mediation at relevant Malaysia Authorities.

These enable us to provide you with products that meet the highest level of safety, quality, and compliance.

Choose MerryLife International Sdn Bhd today with 100% confidence, because you can enjoy a satisfying Health & Beauty experience. And is our top priority!

MerryLife International Sdn Bhd reserves the right to cancel any order which is due to poor product quality, sold out inventory, website store system error. With an email notice to the customer or buyer. A full amount of the paid transaction will be refunded by default if there is no response from the customer or buyer within 24 hours of the notification.

By successful paid transactions of order, and you agree to purchase the products from MerryLife International Sdn Bhd subject to the Condition of Sales as printed above. You hereby confirm that you have read and understood these above terms contained above in this Condition of Sales.