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# Refund & Shipping Policy

## Applicability

This policy applicable to all purchase made from [www.melur.com](http://www.melur.com) by seller MelurDotCom. The link to access this document is made accessible to the customer at the checkout page and every DO/Invoice issued. By purchasing with us, you agree with the terms and conditions stated in this document.

## Returns

If you need to return your item, please contact us and specify the reason for return. We cannot offer you a refund or exchange after 3 days item received. To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging whenever possible.

For the return of the live plants, we will only grant replacement or refund of issues related to our product quality such as damaged plants, wrong plants delivered etc. We will review & notify you if the reason acceptable.

To complete your return, we require a receipt or proof of purchase. Please do not send your purchase back to the manufacturer.

## Refunds (if applicable)

No refund is applicable once payment is made. Refund only applicable for complaint made on received item(s). Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

## Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item,

send us an email at [support@melur.com](mailto:support@melur.com) and send your item to: No 619, Taman SPP Indah, Jalan Pantai Cahaya Bulan Kota Bharu Kelantan Malaysia 15350.

## Shipping

Our products are shipped within 3-15 days upon payment received. Customer will be updated on the tracking number through email. We will be using the following carriers: Live Plants – KTMD/Citylink, Others – Poslaju. To return your product, you should mail your product to: No 619, Taman SPP Indah, Jalan Pantai Cahaya Bulan, Kota Bharu Kelantan Malaysia 15350. 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. Depending on where you live, the time it may take for your exchanged product to reach you, may vary. If you are shipping an item over RM50, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

## Transaction Via Vendor (Seller)

We are not involved, nor do we assume any risk, in the actual transaction and interaction between you and your seller and the enforcement of any such transaction, and to the extent permitted by law, we specifically disclaim all liability for any loss or damage, (actual, special, direct, indirect and consequential) of every kind and nature, known and unknown, suspected and unsuspected, disclosed and undisclosed, arising out of or in any way connected with your transaction and interaction.

We are not a reseller or auctioneer (or similar) of seller products or services and we are merely a facilitator in procuring an opportunity for seller to provide customer products or services to a user or customer via seller's Store (Kedai).

We shall not be responsible for any delay, suspension or failure arising out of any purchase made between the customer and the seller. While we do take reasonable measure to protect customer by reviewing each seller credibility during application. The customer can contact us for assistance or advice while we cannot be held responsible for the issue.

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