Exchange, Return & Refund Policy

At Aceplus Integrated Healthcare Sdn. Bhd. ("Aceplus Pharmacy," "we," or "our"), we are committed to ensuring your orders are fulfilled accurately and safely. This policy outlines the terms and conditions for returns, exchanges, and refunds to ensure a seamless experience for our customers.

1. General Reporting Guidelines

Customers are required to examine all goods immediately upon receipt. Any discrepancies, damages, or deficiencies must be reported to our team within 7 days of receiving the goods. Aceplus Pharmacy reserves the right to reject any claims made after this 7-day window.

2. Valid Reasons for Return or Exchange

Return or exchange requests can be arranged for the following specific reasons:

- The product delivered is in a damaged or defective condition.
- The product is near expiry or has already expired.
- The product received is different from the order placed.
- The product is missing from the delivered parcel.

3. Product Condition Requirements

For a return or exchange to be processed, the following conditions must be met:

- Items must be in their original, unused, and new condition.
- Products must be returned in their original packaging, including all accessories, manuals, and warranty cards (if applicable).
- Items purchased as part of a multi-item pack or set must be returned as a complete set.
- Proof of purchase must be provided with the return request.

4. Non-Returnable and Non-Exchangeable Items

To prioritize medication safety and hygiene, the following items are strictly non-returnable and non-refundable:

Category	Non-Returnable Items
Safety Restricted	Medications and supplements.
Temperature Sensitive	Cold chain items (e.g., Insulin, Probiotics).
Hygiene Sensitive	Medical devices, disposable items, and one-time use products.
Promotion Items	Sale items and purchases made with discount coupons.
Loose items	

5. Refund Process and Timelines

Once a return is approved, Aceplus Pharmacy will process the refund. The timeline for the refund to reflect in your account depends on the original payment method:

- **Approval Window:** Returns are typically inspected and approved within 1 to 3 working days of receipt.
- **Credit/Debit Cards:** May take **14 to 30 working days** depending on the issuing bank's policy.
- **E-Wallets:** Typically reflected within **1 to 3 working days**.
- **Store Credit/Points:** Can be credited to your account within **2 working days**.

6. Shipping and Cancellation

- **Shipping Fees:** Customers are responsible for the shipping costs of returning an item unless the return is due to an error on our part (e.g., damaged or wrong item), in which case delivery charges may be refunded.

- **Order Cancellation:** Cancellation is not permitted once an order confirmation has been issued or the parcel has been collected by the courier.

7. Customer Support

For assistance with returns or refunds, please contact our support team:

Email: customercare@aceplusphar macy.com
Phone: +6018-573 9855
Address: 17, Jalan Horizon Perdana 5, Bukit Horizon, 79100 Iskandar Puteri, Johor.

Document Version History

Version	Date	Author(s)	Reviewer(s)	Rationale
1.0	1 September 2026	Chaw Min Xuan	Lim Baohong	First issue