

Return Policy

1. Application for Returns

Subject to the terms and conditions in this Return Policy, Buyer may apply for the return of the purchased item(s) no later than 5 days upon receipt.

Tindahang Rizaleny, on Buyer's request, will assist the Buyer in dealing with certain conflicts which may arise during the course of a transaction. Users (Buyer and Merchant) may communicate with each other privately to resolve their differences or approach their relevant local authorities to assist them in overcoming any dispute.

2. Application for the Return of an Item

Buyer may only apply for the refund and/or return of the Item in the following circumstances:

- The Item received by the Buyer is spoiled or expired;
- The Item received by the Buyer is different from what was ordered;
- The Item received by the Buyer is incomplete and/or missing essential parts or accessories;
- The Item was defective and/or damaged on delivery;
- Seller has delivered an Item that does not match the agreed specification (e.g. wrong size, colour, etc.) to Buyer;
- The Item delivered to Buyer is materially different from the description provided by Seller in the listing of the Item; or

Buyer's application must be submitted via TindahangRizaleny.com and will be subject for review and verification. Each Buyer's application is on a case-by-case basis and, in its sole discretion, determine whether Buyer's application is successful.

3. No Change of Mind

Buyer may not apply for the return of the Item and/or refund due to a change of mind.

4. Rights of Seller

When Tindahang Rizalenyó receives an application from Buyer for the return of the Item and/or refund, Tindahang Rizalenyó will notify Seller in writing. Seller may respond to Buyer's application in writing within five (5) working days. Seller must respond within the time-frame stipulated in the written notification. Should Tindahang Rizalenyó not hear from Seller within the Stipulated Period, Tindahang Rizalenyó will assume that Seller has no response to Buyer's application and will proceed to assess Buyer's application without further notice to Seller. Tindahang Rizalenyó will review each Seller's response on a case-by-case basis and, in its sole discretion, determine whether Buyer's application may be successful against the circumstances stated by Seller.

5. Condition of Returning Item

To enjoy a hassle-free experience when returning the Item, Buyer should ensure that the Item, including any complimentary items such as accessories that come with the Item, must be returned to Seller in the condition received by Buyer on delivery. We will recommend Buyer to take a photo of the Item upon receipt.

6. Liability of Product Return Shipping Fee

i) In the scenario of an unforeseen error from the seller's end (i.e - damaged, faulty, or wrong product delivered to the buyer), the seller will shoulder the buyer's return shipping fee.

ii) In the scenario of the buyer's change of mind, buyer shall get seller's consent prior to the return request and buyer will shoulder the return shipping fee.

iii) In the scenario where both seller-buyer disputing the party liable for the return shipping fee, Tindahang Rizalenyó at its sole discretion will determine the party liable for the return shipping fee.

7. Refunds

Buyer will only be refunded after Tindahang Rizalenyó has received the confirmation from Seller that Seller has received the returned Item. In the event where Tindahang Rizalenyó does not hear from Seller within a specified time, Tindahang Rizalenyó will be at liberty to refund the applicable sum to Buyer without further notice to Seller.

8. Communication Between Buyer and Seller

Tindahang Rizalenyο encourages Users to communicate with each other in the event where problem arises in a transaction. As Tindahang Rizalenyο is a platform for Users to conduct trading, Buyer should contact Seller directly for any issue relating to the Item purchased.