

This policy is effective on 1st November, 2025

1. Return/Buyback Policy

At KWS Global Products, we hope you are completely satisfied with your purchase. We recommend that you read the Return Policy first before making any purchase so that you are aware of the terms of the refund, return, and repair policies as well as the relevant rights and laws. We also recommend that you inspect the goods that have been received and make sure that you are satisfied with the purchase, including the quality that matches the description provided.

This Return Policy is only applicable when you make an online purchase from the KWS website. Products which have been purchased from unauthorised sellers (online platforms or retail shops) **will not be accepted for returns**. KWS will not guarantee the authenticity, quality of the products or accept complaints about product related issues.

Key Policy Provisions Return Period Returns for stockists are received within 180 days (6 months) from the date of purchase. Returns for members within 14 days from the Date of purchase. This applies to all products that are not sold and meet the return criteria below.

Return Eligibility Products Eligible for Return Returns or buybacks are accepted for the following reasons:

- 1.1 The product must be in its original packaging, unused/unopened and in good sellable condition.
- 1.2 The product must be returned within **10 calendar days** from the actual delivery date.
- 1.3 No outstanding EPP instalment on the product.
- 1.4 Product shortage upon receiving.
- 1.5 Product damaged upon receiving.
- 1.6 Received wrong product during delivery. Returns are only accepted if the product is in its original packaging, unused/unopened and in good sellable condition.

2. Stockist Return

A stock return form must be completed if there is any saleable stock to be returned. KWS accepts the return of product due to stockiest resignation under the following criteria:

2.1 The product should be purchased by the stockist within the six months period and must be in its original packaging, unused/unopened and in good sellable condition.

2.2 KWS does not accept the return of the following:

2.2.1 Expired products

2.2.2 Non-BV items, promotional premiums.

2.2.3 Products which have been discontinued.

KWS reserves the right to approve or reject a return based on the current returns policy. For more details on the terms and conditions of returns, you may refer to the Customer Service.

3. Return Conditions

All returned products must meet the following conditions:

3.1 Proof of Purchase:

3.1.1 Provide an invoice number, official receipt, or order confirmation email in original Condition:

3.1.1.1 the product must be unopened, unused, and in original packaging, including all accessories (free gifts, or vouchers).

3.1.1.2 Good and Saleable Condition: The product must be free from damage caused by negligence, incorrect use, or improper handling.

3.1.1.3 Products Not Eligible for Return.

3.1.1.4 Products purchased during sales or as a clearance item are not eligible for a return unless there is a defect or damage.

3.1.1.5 Returns will not be allowed if the customer chooses the wrong product or makes an error in their order (e.g., choosing the wrong product or smell). An allergic reaction is usually not a reason to return, as skin sensitivity varies from person to person. However, it is important to encourage customers to test the patch product and provide a detailed ingredient list to avoid problems. Products that are damaged due to negligence or improper handling by customers, stockists, or members. Products returned after a period of 180 days. Products that are promotional goods, products that are discontinued. The Company reserves the right to reject claims without valid evidence.

4. Refund Policy

Any refunds made beyond the stipulated time period will be subjected to processing fees. These may include an administration fee of RM50 and 1.5% original credit card charges calculated based on the returned products' price. These fees will be directly deducted from the refund amount (invoice's total amount). The refund process may take up to 3 weeks to complete. For any refunds made, KWS reserves the right to cancel, withdraw bonuses and/or demote rank that affect but not limited to, the buyer and/or his/her uplines.

5. Changes to This Privacy Policy

We may update this privacy policy from time to time. We will notify you of any changes by posting the new privacy policy on this page. If we make any material changes to how we treat your personal information, we will notify you by email at the primary email address specified in your account and through a notice on our sites' home page. You are responsible for ensuring we have an up-to-date email address to contact you. You are advised to review this privacy policy periodically for any changes.