

REFUND POLICY

Since all Datmel Technology Sdn. Bhd. products are highly customized to meet the customer's needs, all products are fully tested for 72 hours before shipping. All products come with a warranty period of up to 5 years. Hence, there are no refunds allowed as a general policy. Some orders will be subjected to special requirements which will have its own terms and conditions stipulated in the quotation/purchase order of that particular order

To be eligible for a return (if specified in the order), your item must be unused and in the same condition that you received it. It must also be in the original packaging.

To complete your return, we require a receipt or proof of purchase.

There are certain situations where only partial refunds are granted: (if applicable)

- Any item not in its original condition, is damaged or missing parts for reasons not due to our error.
- Any item that is returned more than 7 days after delivery.

Refunds (if applicable)

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.

Late or missing refunds (if applicable)

- If you haven't received a refund yet, first check your bank account again.
- Then contact your credit card company, it may take some time before your refund is officially posted.
- Next contact your bank. There is often some processing time before a refund is posted.
- If you've done all of this and you still have not received your refund yet, please contact us at enquiry@datmeltech.com.my

Shipping

To return your product, you should mail your product to: Datmel Technology Sdn. Bhd., 123/1, Jalan Toman 6, Kemayan Square, 70200, Seremban, Negeri Sembilan.

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.

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.