

Return Policy

Thank you for your subscriptions into a member of IPGMY and purchasing our events product if any. However, if you are not completely satisfied with your purchase for any reason, you may return it to us for a full refund or an exchange. Please see below for more information on our return policy.

REFUNDS & RETURNS

All returns must be postmarked within 14 days of the purchase date. All returned items must be in new and unused condition, with all original tags and labels attached.

RETURN PROCESS

To return an item, please email customer service at account@ipgmy.com, place the item securely in its original packaging and include your proof of purchase and mail your return to the following address:

IPG Malaysia HQ

Attn: Ai Juen

38-3, Jalan Metro Pudu, Off,
Jln Yew, Fraser Business Park,
55100 Kuala Lumpur,
Wilayah Persekutuan Kuala Lumpur

Please note, you will be responsible for all return shipping charges. We strongly recommend that you use a trackable method to mail your return.

REFUNDS

After receiving your return and inspecting the condition of your item, we will process your return or exchange. Please allow at least 30 days from the receipt of your item to process your return or exchange. Refunds may take 1-2 billing cycles to appear on your credit card statement, depending on your credit card company. We will notify you by email when your return has been processed.

For defective or damaged products, please contact us at the contact details below to arrange a refund or exchange.

Please Note

If you have any questions concerning our return policy, please contact us at:

HQ : 03-2858 1388

