

RETURNS OR REFUNDS

1. SELLING REGULATIONS

For online orders, in conjunction with the Malaysian Selling Regulations, you have 14 days (from the day after you receive your goods) to cancel your sales order contract with us. We will issue you with a full refund, including the outward delivery charge; however you will need to return the entire order to us, at your own cost.

If you are not able to return the order to us, we can arrange to have your order collected and we will contact you regarding the return shipping cost.

In this instance, you can cancel your order by:-

Emailing our Web Sales Manager with your order number, return information will then be e-mailed to you directly.

In writing, addressed to our Web Sales Manager.

2. UNWANTED ITEMS

In addition to the (above) Selling Regulations, Crescent Subsea Engineering Sdn Bhd, will refund or exchange any unwanted items from your online order, before or up to 28 days after receipt of goods.

For returns requiring a refund, outside of the Selling Regulations, we will refund the value of the item/s, excluding the outward delivery charge; however you will need to return the item/s or entire online order to us, at your own cost.

For returns requiring an exchange, outside of the Selling Regulations, we will exchange the product/s and return the item/s to you without an additional shipping charge; however you will need to return the item/s or entire online order to us, at your own cost.

3. DAMAGED AND FAULTY ITEMS

Any faulty or damaged item must be reported, as soon as reasonably possible after receipt of the goods.

We may ask that you provide additional details of the fault or damage, to allow an assessment of the best way to deal with the situation. After an assessment, you will be contacted and offered a replacement or refund.

If a replacement is required, we can arrange for the item to be collected from you or ask you to return the item to us via Mail. A replacement item will then be despatched, immediately after receipt of the faulty/damaged item/s.

If a refund is required, we can arrange for the item to be collected from you or ask you to return the item to us via Mail. The item/s value, will then be refunded back to the original payment transaction, within one working day of receiving the faulty/damaged item/s. If the returned faulty/damaged item/s are equal to the total online order, the outward delivery charge will also be refunded.

Please Note - Collections can only be designated for weekdays (Monday to Friday) and a collection time cannot be guaranteed, only the collection day/date. If a collection has been agreed and booked but our courier cannot collect the parcel at the arranged address, on the arranged date, there will be an additional charge to re-arrange the collection, for an alternative date.

If the returned item/s is/are not then deemed to be faulty, you will be immediately contacted regarding your available options and an additional outgoing shipping charge may also be incurred.

4. IN ALL CIRCUMSTANCES

An item must be examined by our Quality Control manager, in order to establish the facts regarding a faulty or damaged item; however, you (the consumer) have a duty to take reasonable care of the item, prior to our examination. Goods must therefore be returned in or with the original packaging and with the original documentation, wherever possible. In addition, a returned item must be adequately protected and securely sealed for its return journey, to reduce the possibility of damage in transit.

Please Note - Returned item resolutions may take longer during peak times but you will be contacted as soon as possible.

THIS RETURNS POLICY DOES NOT AFFECT YOUR STATUTORY RIGHTS. DETAILS OF WHICH ARE AVAILABLE FROM THE CITIZENS ADVICE BUREAU OR CONSUMER DIRECT.