

CANCELLATION, REFUND & RETURN POLICY.

1. Cancellation: Product(s) ("Product") ordered and paid but yet to be delivered cannot be cancelled, unless by our consent. Any decision to allow such cancellation is subject solely to our discretion. Please contact our customer support team in Clause 12 [Customer Support & Contact Information] to make such request, in which we will consider each case on a "case to case" basis. Refund Policy in Clause 4.4 shall apply.

2. Returns: Product purchased is non-returnable or exchangeable as they are customized based on your specifications. However, we will only allow Product returns and exchanges if the delivered Product is incorrect and differs from your order.

3. Product Return Process:

(a) To initiate a Product return, please contact our customer support team for authorization and instructions.

(b) Our customer support team can be contacted at support@peccaleather.com or +60123278616 in Clause 12 [Customer Support & Contact Information]. Submission of complaint must be attached with a photograph of the incorrect Product within seven (7) days upon receipt of your parcel. You are required to return the incorrect Product to us by hand or via a reliable courier service company to the following address:-

Pecca Leather Sdn Bhd

No 1, Jalan Perindustrian Desa Aman 1A,

Industri Desa Aman, Kepong,

52200 Kuala Lumpur.

4. Refunds: Upon receiving and inspecting your return, and provided we are satisfied of your complaint, we will issue a refund to you via the original payment method, excluding charges or taxes (if any) which you shall bear on your own.