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Asentar Pte Ltd

Product Refunds and Exchanges

Refund Policy

Unless otherwise required by applicable law, Asentar Pte Ltd (the “Company”) will refund to you 90 percent of the price, less applicable Bonuses, on unopened and resalable Products sold by the Company to you that are returned within 30 days of the date the Company received the full payment. You may only return the Products you personally purchased from the Company. The Company does not refund the original shipping costs on Products that you return. You must provide the correct Username and Invoice number to the Company at the time you request a refund. The form of the refund will be based on a bank transfer to a bank account of the same name. Instead of a refund, the Company may choose other alternatives such as a Product credit. If Bonuses have already been paid on the returned Products, then the Company will recoup your Bonuses. The Company does not provide refunds for Products purchased from another Channel Partner. You must seek a refund directly from the Channel Partner who sold you such Products.

Exchange Policy for Products Purchased Directly from the Company

Unless otherwise required by applicable law, the Company will exchange Products purchased directly from the Company that were incorrectly sent, or are defective, if you notify the Company within 30 days of the date of purchase. If an exchange is not feasible, the Company may issue (i) Product Credit for the amount of the exchanged Products, which may be used to purchase other Products, or (ii) a full refund of the purchase price.

Procedures for Obtaining a Refund or Exchange

You must comply with the following procedures to obtain a refund or exchange:
(a) You must fill in the Refund Form with all requested information and send the signed form to the Singapore Office at 63 Oxley Bizhub #01-49 Singapore 408728 or by email to cs@asentar.sg;

(b) The Company will contact you with the correct procedure for returning the Products. The Company will not refund the original shipping costs on Products that you return. All return shipping costs must be paid by you;

(c) Products sent to the Company without a duly filled and signed Refund Form will not qualify for a refund or exchange and will be returned to you at your expense; and

(d) The refund process will take 14 days, from the date that the Company receives the duly filled and signed Refund Form and the Products.