

## Refund & Exchange Policy

Boba Planet Pte. Ltd. is committed to providing you with the best and high quality products. However, it is the customer's responsibility to check that all the details on the order confirmation are correct. Charges incurred due to the incorrect details will not be refunded. It is also the customer's responsibility to make sure to check and confirm the condition of the items upon receiving during delivery.

In consideration of the nature of the business, our products are strictly **non-exchangeable** and **non-refundable** due to health and hygiene purposes.

We do offer **exchanges** under special circumstances. Should you find your purchase not be appropriate, please see below for our exchange and refund terms and conditions and contact our team immediately.

### Exchanges

Exchanges are only applicable if;

#### *For Machineries*

- Machine is not operable or functional (not able to turn on, not dispensing or sealing as it should be)
- Machine is still within the warranty period

#### *For Food Products*

- Damaged packaging that may cause food items to be contaminated (i.e. damaged plastic tubs, torn plastic or aluminium packing, dent aluminium cans)
- Product must be unsealed, unopened, still in the same condition and original packaging as delivered.
- Exchange request must be done within 3 days of purchase.

**Please provide the original invoice as proof of purchase to be eligible for exchanges.**

Customers are responsible for shipping costs of exchanges. Shipping costs are non-refundable. Depending on location, the time it may take for your exchanged products to reach you may vary.