



Return & Refund Policy

Thank you for shopping with us. At SPDWORLD FAMOUS, we value your satisfaction and want you to love what you wear. If for any reason you're not entirely happy with your purchase, we're here to help.

1. Eligibility for Returns

We accept returns for items that meet the following conditions:

- Returned within **14 days** of receiving your order.
- Item is **unworn, unwashed**, and in its **original condition** with tags and packaging intact.
- Proof of purchase (order number or receipt) is provided.

We reserve the right to reject returns that do not meet these conditions.

2. Non-Returnable Items

The following items are **not eligible** for return or refund:

- Items marked as **Final Sale** or **Clearance**
 - **Innerwear, socks**, or any **intimate apparel** due to hygiene reasons
 - Customized or **personalized items**
-

3. Refunds

Once your return is received and inspected:

- We will notify you of the approval or rejection of your refund.
- If approved, your refund will be processed within **7–10 working days** via your original payment method.

Shipping charges are non-refundable unless the item is faulty or incorrect.

4. Exchanges

We do not offer direct exchanges. If you wish to change size or style, kindly return the item and place a new order.

5. Faulty or Incorrect Items

If you received a **defective** or **wrong item**, please contact us within **7 days** of receiving your order:

Email: spdworldfamous@gmail.com

Phone/WhatsApp: +601 3788 5574

We will arrange for a replacement or full refund, including return shipping costs.

6. Return Shipping

- Customers are responsible for return shipping costs (unless the item is faulty or wrong).
 - We recommend using a **trackable courier service**. We are not responsible for items lost in return transit.
-

7. How to Initiate a Return

Please contact our customer service team before sending your return:

Email: spdworldfamous@gmail.com

Include your **Order Number**, the item(s) you wish to return, and the reason.

We will provide you with the return address and further instructions.

8. Legal Compliance

This policy complies with the **Consumer Protection Act 1999 (Malaysia)**. Your statutory rights are not affected.

Need Help?

If you have any questions, feel free to contact us via email or social media.