

REFUND & RETURN POLICY

Order refund only applicable for the below circumstances:

- (a) Goods Discontinued
- (b) Mooncake Online has failed to deliver the Goods compliant with the Contract or within a reasonable time
- (c) Goods malfunction or wrong Goods delivered

For Pre-Order Goods, refund is not applicable.

Refund option will be offered to the Buyer as below:

Option 1: Goods exchange

Goods exchanged with other Goods listed in the Website, with equivalent value. If the value of the new Goods exceeds the amount of the original Goods, the difference thereof should be paid by the Buyer. If the value of the new Goods is less than the amount of the original Goods, the difference thereof will be converted to Cash Credit under Buyer's account in the Website.

Option 2: Convert payment to cash credit under Buyer's account in the Website

Paid amount will be converted to cash credit in the Website, and can be fully redeemed for future orders. Buyer will receive a notification email whenever the cash credit account is updated.

For Return Policy, under normal circumstance, there will be NO EXCHANGE, RETURN OR REFUND of any Goods that are purchased, regardless if the products have been picked-up, opened or unopened in part or wholly. For Goods purchased that is verified and agreed by the Website where the defective or faulty Goods is a result caused by external factors (for example during delivery process), Buyer will be entitled to exchange for the same Goods. The defective Goods must be hand delivered to the Website's pick up and payment center.

All refund or exchange for any Goods purchased must be returned to us within 3 working days upon receiving the Goods ordered. Mooncake Online shall not entertain any further dispute after 3 working days from the received date.