



THE JASMINÈ

Warranty, Exchange Refund & Return Policy:

1. Warranty:

- a. We provide a 1-year warranty for the magnet, covering issues such as loss of strength or breakage. The warranty is valid only if there is no tear on the hijab.
- b. If the seam of your hijab is broken within 5 days of receiving the product, we offer free repairs. After the initial 5 days, additional costs may apply, specifically for the magnetic track.

2. Exchange/ Return:

- a. Exchange is allowed within 5 days after receiving the product for issues such as wrong size, wrong color, or production defects.
- b. Shipping costs for exchanges will be borne by the customer, except in cases where it is our fault.
- c. Products that have been worn, washed, or damaged due to customer error are not eligible for exchange.
- d. To initiate an exchange, you must return the product to us before we dispatch the new product to you.

3. Refund Policy:

If the customer has already received the product, we will accept a refund after the customer returns the product in good condition, as new, and without any defects. It takes 14 working days to process the payment. In certain cases, we may offer a product exchange instead of a refund.

Please contact our customer service team via whatsapp at +60 13 381 1087 for assistance with warranty claims, repairs, exchanges, or returns. Ensure to provide your order details and images depicting the issue for a prompt resolution.