

## Returns Policy

### How do I return a product I purchased from ONE Championship?

- If you wish to return a product, feel free to reach out to our customer support team at:

Thai	<a href="mailto:shop.th@support.onefc.com">shop.th@support.onefc.com</a>
Bahasa	<a href="mailto:shop.id@support.onefc.com">shop.id@support.onefc.com</a>
English	<a href="mailto:shop.sg@support.onefc.com">shop.sg@support.onefc.com</a>
Bahasa Melayu, Chinese, Japanese, Burmese	<a href="mailto:shop@support.onefc.com">shop@support.onefc.com</a>

- You will be required to send supporting images of the product to us via email. Please indicate your Order ID in the subject of the email to us.
- Our team will assess your return request and inform you when your request is approved.
- After your return request has been approved, pack the product(s) and attach the airway bill sent to you by email by our customer support team. Our team will schedule a courier partner to pick up the package from you within 1-5 working days.
- We will refund the amount paid for the returned product(s) within 7-14 working days.

### Is it possible to make an exchange instead of opting for a return?

- It is not possible to exchange the product ordered instead of returning the product for a refund.
- If the product you purchased is of the wrong colour or size, please return the item and place a new order for your desired product.

### Can I exchange a defective or damaged item?

- In case you receive a defective or damaged product, please get in touch with our customer support team with supporting images of the products.

### Under which situations can I request for a return?

A return can be requested in the following situations:

- Defective or damaged item
- Wrong item delivered (*Note that while care is taken to ensure all product images are representative of the products, the product image seen may or may not be an exact representation of the product shipped to you.*)
- Wrong size or specification

### Are there any items not eligible for return?

The following products are not eligible for return:

- Shapewear
  - Compression / performance wear
- Undergarments

- Sports Bra
- Socks
- Items found with traces of wear and tear

**Can I return a part of my order?**

Yes. Please reach out to our customer support team via email.

**What is the time period within which an order is eligible for return?**

<b>Category</b>	<b>No. of days (after delivery)</b>
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Apparels	14 days
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Non-apparels	07 days
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**Can orders be returned after the policy period?**

- Items purchased are not returnable after the return policy period.

**Do I have to bear the shipping cost for a returned product?**

- You are not required to pay any shipping fee for the return.

**Do you perform a quality check before accepting a return?**

All products are checked:

- The product must have the original tags/MEI/name/image/brand/serial-number/article-number/barcode
- The product should be unused, unwashed and unsoiled

**REFUND**

**How will I receive my refund?**

- Credit card payments: Refunds will be credited to your credit card within 7 – 14 working days and will be reflected your credit card statement.
- Other payment methods e.g. Cash on Delivery, Internet Banking: Refunds will be processed via bank transfer to the bank account on record held by the customer requesting the return.
- We reserve the right to modify the mechanism of processing refunds at any time without notice.

**How long will it take to process my refund?**

Refunds will be processed within 7-14 working days after the returned product(s) have been received. Your bank's policy and payment method used will determine when the refund is credited to your account.

**How do I track the status of my refund?**

You can enquire about the status of your refund by emailing our customer support team and indicating your Order ID in the subject of the email to us.