



1. Liselle strives to make sure that our products are in the best quality and condition before they are sent to buyers, and to achieve customer satisfaction and loyalty. Therefore we have a Returns & Exchanges policy that enables our customers to return their unsatisfactory purchases within a reasonable timeframe, for exchange while stock last or cash voucher if stock not available. Original shipping cost will not be refunded.
2. Cost of shipping returns will be borne by the customer. Please provide clear supporting photos as evidence of the damaged goods. Damaged products due to postage will not be entertained.
3. Please inform us (including photos) within:
 - 48 hours of the item reaching you, for delivery via walk-in purchased
 - 3 days from the notice of your order being shipped, for shipping within Malaysia
 - 14 days from the notice of your order being shipped, for shipping outside Malaysia

Any requests for returns beyond this time period will not be entertained.
4. For Malaysian customers, the goods returned must reach our premises within 5 working days from date of informing us. The goods are solely your responsibility until they reach our premises.
5. Damaged goods returned must be in their original condition. This includes any packaging, tags attached, boxes, etc. All goods will be inspected on return.
6. Damaged goods returned for exchange only while stock last.
7. If out of stock for damaged good, the customer will be awarded cash voucher via email, equal to the monetary value of the item at time of purchase. All cash voucher issued are non-transferable, not exchangeable for cash, and strictly valid for a 6-month period.
8. SALE items are strictly not returnable.
9. Liselle reserves full right to reject any returned goods not meeting the stipulated Terms & Conditions.