

RETURN POLICY

Last updated July 21, 2022

Thank you for your purchase. We hope you are happy with your purchase. However, if you are not completely satisfied with your purchase for any reason, you may return it to us for store credit or an exchange. Please see below for more information on our return policy.

RETURNS

All returns must be postmarked within seven (7) days of the purchase date. All returned items must be in new and unused condition, with all original tags and labels attached.

RETURN PROCESS

To return an item, please email customer service at enquiry@idman.asia to obtain a Return Merchandise Authorisation (RMA) number. After receiving a RMA number, place the item securely in its original packaging and Purchase receipt, original item and packaging, then mail your return to the following address:

XTREME SPECTRUM SDN. BHD
Attn: Returns
RMA #
289, JALAN KLANG LAMA
S-2-01-01, SCOTT GARDEN
KUALA LUMPUR, FEDERAL TERRITORY OF KUALA LUMPUR
58200 Malaysia

Please note, you will be responsible for all return shipping charges. We strongly recommend that you use a trackable method to mail your return.

REFUNDS

After receiving your return and inspecting the condition of your item, we will process your return or exchange. Please allow at least thirty (30) days from the receipt of your item to process your return or exchange.

EXCEPTIONS

For defective or damaged products, please contact us at the contact details below to arrange a refund or exchange.

Please Note

- A 20% restocking fee will be charged for all returns.
- Sale items are FINAL SALE and cannot be returned.

QUESTIONS

If you have any questions concerning our return policy, please contact us at:

+60 16-610 6961
enquiry@idman.asia