



BLACKBIXON SDN. BHD. Reg. No.: 202001022371 (1378691-W) (AJL 932364)

No. 47, Jalan Taming Dua, Taman Taming Jaya,

43300 Seri Kembangan, Selangor, Malaysia.

Tel: (603) 8961 2268 Email: info@blackbixon.com Website: www.blackbixon.com

RETURN AND REFUND POLICY

- (1) Goods sold are non-refundable, non-returnable, and non-exchangeable.
- (2) The Member shall thoroughly inspect all products promptly upon receiving the product. For any cases of dented or defective products and parts, the Member should inform BLACKBIXON within forty-eight (48) hours from the receiving date before returning the defective products or parts thereof for replacement. All requests made after the time frame given will not be entertained.
- (3) The Member may only return the goods due to any of the following:
 - (i) Damaged during delivery
 - (ii) Incorrect Goods (e.g., wrong item/color)
- (4) BLACKBIXON will provide the Coffee Machine for Member to use subject to a deposit payment and a minimum of 6 months consecutive consumption for the Consume-To-Own Basic subscription package. In the event the Member decides to terminate the Membership the deposit will be refunded provided the Member has fulfilled 6 consecutive minimum monthly purchases and return of the coffee machine in working condition. BLACKBIXON shall reimburse the deposit within a maximum of 90 days after receiving the returned coffee machine. The deposit will be forfeited in the event of cancellation of Membership without fulfilling the aforesaid conditions.
- (5) Expired products or damaged products due to negligence, misuse, unintended use, mishandling, or unauthorized modification are not accepted for return and refund requests.
- (6) BLACKBIXON does not accept returned vouchers, accessories, and other promotional items and sales aids for replacement or cash refund.
- (7) Delivery costs, used or damaged products, and/or goods are not entitled to any refunds or reimbursements. BLACKBIXON is not responsible if the shipment is lost during the return transits.