

RETURN POLICY

Any requests for returns must be made at the point of receiving goods. Customers are advised to check the goods upon receipt. We do not accept requests for returns that are not expressed at the point of receiving goods.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

Customers will be liable for any additional costs incurred in the return/exchange process, including but not limited to, additional delivery/re-delivery fees.

Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at hello@thesillygreens.com.

Sale items (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

Exchanges (if applicable)

We only replace items if they are highly defective or damaged. If you need to exchange it for the same item, send us an email at hello@thesillygreens.com or speak to our customer service officer at 6253 1179. We maintain sole discretion in determining the outcome of the exchange request.

Logistics

To return your product, you should hand the product back to our delivery/ releasing personnel at the point of receiving goods.

You will be responsible for paying for your own delivery costs for returning your item. Delivery costs, if applicable, are non-refundable. If you receive a refund, the cost of return will be deducted from your refund.

Depending on the arrangement between you and us, the time it may take for your exchanged product to reach you, may vary.