

Return and Refund Policy

1. The request must be accompanied by the “Distributorship termination / Product Refund Form”, copy of receipt and any purchase product(s) ,free product(s) and free gift giving out during promotional period must be return.
2. The product have not been used, opened, tempered with or contaminated and their packaging is in its original condition and has not been tampered with or defect.
3. The depreciation for product that have been opened, used or damaged is set at 100% and will not be accepted by Total Life Renew (M) Sdn. Bhd.
4. Total Life Renew (M) Sdn Bhd only accept products that are returned within 180 days of distribution. Product that are returned after six months of distribution are not accepted.
5. All returns must be shipped prepaid to Total Life Renew (M) Sdn Bhd HQ. If returned product is not received by Total Life Renew HQ, it is the responsibility of the member/Distributor to trace the shipment. Total Life Renew is not liable for items lost or damaged in transit.
6. The Refund amount will credit to your registered bank account and only after any impairment value and paid out bonus has been deducted.

Product Returns and Refunds

The refund will be made within ninety (90) days from the date the products are returned to the Company and after deducting all Bonuses/Commissions previously paid out to the Applicant and/or the Applicant's introducer and a service charge equivalent to 10% on the members' price for the products.

Contact us by phone or email to obtain a RETURN AUTHORIZATION before shipping.

STEPS TO RETURN PARCEL:

1) Pack the items securely and return to:

Att. To:
TOTAL LIFE RENEW (M) SDN BHD
NO. 10-1, JALAN P4/8B,
BANDAR TEKNOLOGI KAJANG,
43500 SEMENYIK
SELANGOR

2) Write your return ID number (Ex: TLR-00058) and TOTAL LIFE RENEW Account USERNAME on your parcel where we can see it (form or courier plastic). **Note: RETURN ID IS MANDATORY.**

3) Once you have posted your return parcel, email totallife.cs@gmail.com with below details:

Email title: Return Order (22-00001234)

Email content:

Name – AHMAD BIN ALI

NRIC No. / No.ID: 881203101234

Account Username - leonard

Return Invoice Number - 22-000012

Courier Tracking Number - EN 123456789 MY

Attachment:

a) Picture of delivery receipt

Delivery Policy

1. Delivery West Malaysia within 3 working days, East Malaysia within 7 working days after ordered complete.

A “Working Day” means Monday to Friday, and does not include Saturday, Sunday and state or public holidays

2. One order allowed to deliver single address. Order will not send or delivered to a P.O.Box address.

3. If you need to change your address after order confirmed, please contact our customer service.

4. You may check the order status in “Personal Purchase History” or contact customer service.

5. If you did not receive your parcel within 3-7days, you may contact relevant courier company for assistance regarding the delivery.