



## RAWKIDWORLD Return & Refund Policy

At **RAWKIDWORLD**, we want you to feel confident in every piece you wear. If something isn't right, we're here to help.

---

### 1. Eligibility for Returns

We accept returns under the following conditions:

- Items must be returned within **14 days** of receiving your order.
- Items must be **unworn, unwashed, and in original condition** (tags & packaging intact).
- A valid **proof of purchase** (order number or receipt) is required.

RAWKIDWORLD reserves the right to reject returns that do not meet these conditions.

---

### 2. Non-Returnable Items


The following items are not eligible for return:

- Items marked **Final Sale / Clearance**
  - **Innerwear, socks, or intimate apparel** (for hygiene reasons)
  - **Customized or limited-edition pieces**
- 

### 3. Refunds

Once we receive and inspect your return:

- You will be notified of **approval or rejection**.
- Approved refunds will be processed within **7-10 working days**.
- Refunds will be issued via your **original payment method**.

 Shipping fees are **non-refundable**, unless the item is faulty or incorrect.

---

### 4. Exchanges

We currently **do not offer direct exchanges**.

If you need a different size or item:

1. Return your item
  2. Place a new order
-



## 5. Faulty or Incorrect Items

If you receive a defective or wrong item:

- Contact us within **7 days** of receiving your order
- Provide your order number and clear photos

We will arrange:

- A **replacement**, or
  - A **full refund (including shipping)**
- 

## 6. Return Shipping

- Customers are responsible for return shipping costs (unless the item is faulty/wrong).
  - We strongly recommend using a **trackable courier service**.
  - RAWKIDWORLD is not responsible for lost return parcels.
- 

## 7. How to Start a Return

To initiate a return, contact us with:

- Your **Order Number**
- Item(s) to return
- Reason for return

We will provide return instructions and address.

Email: rawkidworld@gmail.com

WhatsApp: +601 8908 0896

---

## 8. Legal Compliance

This policy complies with the **Consumer Protection Act 1999 (Malaysia)**. Your statutory rights remain protected.

---

## Need Help?

Hit us up anytime, we've got you.