

GOODS RETURN & GOODS REPLACEMENT POLICY

Effective date: 1 January 2026
(doc. ref. MXMY-S-SM002.R1)

Minox handles returns, replacements, and refunds on a case-by-case basis, with the ultimate goal of ensuring customer satisfaction. We stand behind our goods and services. Minox products are engraved with brand name, material, size, and a traceable heat number. These details, along with customer purchases, are accurately recorded and tracked in our system.

Goods Replacement

In the event of any discrepancy or shortage of product(s) delivered, customers should contact their Minox sales representative or email info_mas@minox.biz within five (5) working days from receipt of the goods. If a parcel arrives damaged, please report it on the next working day and provide photo or video evidence of the damaged goods, external packing, and internal packing to support the claim. Our team will review each request on a case-by-case basis and, at its sole discretion, determine whether the customer's request for goods replacement can be approved.

Goods Return

Standard returns are permitted for cases where the customer has placed an incorrect order in terms of quantity, item, or material. Such returns must be made within two (2) weeks from the order issue date. Returns after this period may be rejected at Minox's discretion.

Goods Return on Excess Material (Subject to Prior Agreement)

For bulk orders on a project basis, returns are subject to prior discussion and agreement with the respective Minox sales representatives. In such cases, goods may be returned within the agreed period, which shall not exceed three (3) months, and the return value shall not exceed 10% of the total/project order.

Conditions for Acceptance of All Returned Goods

Returns will be accepted only if all of the following conditions are met:

- Proof of purchase (Delivery Order, Invoice, or Cash Sale number) is provided.
- The goods are in new condition and returned in their original selling condition, including all original packing and accessories (e.g., handles, screws, etc.).
- The goods have not been used, installed, scratched, or dented.
- Customized or made-to-order goods cannot be refunded, exchanged, or returned.

Shipping / Return Costs

- Customers are responsible for the cost of return postage, which is non-refundable unless the returned item is incorrect or faulty.
- Customers are responsible for the risk of damage or loss during return shipment until the goods are received at Minox's warehouse.
- Minox is not liable for any loss or damage prior to receipt of the returned goods. Therefore, customers are advised to use an insured and trackable shipping method and to pack products safely.
- All returned goods should be sent to our respective subsidiaries, warehouse, or representative agents.

Upon receipt, returned items will be examined, and the return status will be communicated via email or phone within a reasonable period. Minox reserves the right to refuse any return that does not meet the above conditions, at its sole discretion.

Minox reserves the right to modify or amend this Goods Return & Goods Replacement Policy at any time without prior notice. The applicable version shall be the one effective at the time of purchase.

For goods return or replacement inquiries, please contact your Minox sales representative or email info_mas@minox.biz.

MST Stainless Steel Sdn. Bhd. [200401007475 (645979-K)] (A Wholly-Owned Subsidiary of Minox International Group Berhad)

No. 3, Jalan Industri PBP 11, Taman Industri Pusat Bandar Puchong, 47100 Puchong, Selangor, Malaysia.
TEL +603-8063 7450 / 7470 / 8700 FAX +603-8063 7480 EMAIL info_mas@minox.biz WEB www.minox.biz

