PETRONAS Shop return FAQ

Updated: 19 March 2024

QUESTION	ANSWER
What is your return policy?	Our return policy allows you to return items within 14 business days of receiving your order. Please ensure that the items are in their original condition with tags attached.
How do I initiate a return?	To initiate a return, simply log in to your account on our website, go to the "My Orders" section, and select the items you want to return. Follow the prompts to generate a return request.
Can I return items purchased during a sale or using a discount code?	Yes, you can return items purchased during a sale or with a discount code. The same return policy applies.
Are there any items that cannot be returned?	Below items cannot be returned unless there is a manufacturing defect or an error on our part • Voucher / Virtual Product • Food Product • Items that have a hygienic element (face mask) • Specified on the product not eligible for returns.
How should I package my return?	Please ensure the items are securely packaged to prevent damage during transit. Use the original packaging if possible.
Do I need to pay for the return shipping?	The cost of return shipping is the responsibility of the customer, unless the return is due to a mistake on our part or a defective item.
How long does it take to process a return?	Once we receive your return, please allow 5 business days for our team to inspect the items and process your refund or exchange.
Can I exchange an item instead of returning it for a refund?	Yes, you can exchange an item for a different size, color, or style, subject to availability.
How will I receive my refund?	Refunds are typically issued to the original payment method used during the purchase. You can expect your refund within 1. Setel Wallet: 1-7 working days 2. iPay88: up to 21 working days 3. PETRONAS Shop Online Voucher: 3-5 working days
What if my item is damaged or defective?	If you receive a damaged or defective item, you may initiate a return accordingly.