

PETRONAS Shop return FAQ

Updated: 23 January 2026

QUESTION	ANSWER
What is your return policy?	Our return policy allows you to return items within 7 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?	Sale items are not eligible for a return, refund, or exchange. All items purchased during a sale or with a promotion are considered final.
Can I return sale/discounted items?	No, items purchased using a discount code are not eligible for return/refund or exchange. All purchases made at discounted prices are considered final sale.
Can I return, refund, or exchange a customised item?	Customised items are final sale and cannot be returned, refunded, or exchanged, including items purchased during a sale or promotion. Customized products can only be returned if there is a manufacturing defect. Please check all customisation details carefully before checkout, as we will process your order exactly as submitted.

<p>Are there any items that cannot be returned?</p>	<p>Below items cannot be returned unless there is a manufacturing defect or an error on our part</p> <ul style="list-style-type: none"> • Sale items • Customised items • Voucher / Virtual Product • Food Product • Items that have a hygienic element (face mask) • Specified on the product not eligible for returns.
<p>What should I do if my sale/customised item is damaged or incorrect upon delivery?</p>	<p>If your sale/customised item arrives damaged or does not match the confirmed order details, please initiate a return via the return guide (https://www.setel.com/PETRONAS-Shop/articles/return-items-guide) within 7 days after receiving the item. If you require further assistance, please reach out to Mesralink for support.</p>
<p>How should I package my return?</p>	<p>Please ensure that the items are securely packaged to prevent damage during transit. Use the original packaging if possible.</p>
<p>Do I need to pay for the return shipping?</p>	<p>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.</p>
<p>How long does it take to process a return?</p>	<p>Once we receive your return, please allow 5 business days for our team to inspect the items and process your refund or exchange.</p>

Can I exchange an item instead of returning it for a refund?	Yes, you can exchange an item for a different size, colour, 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 <ol style="list-style-type: none"> 1. Setel Wallet: 17 working days 2. iPay88: up to 21 working days 3. PETRONAS Shop Online Voucher: 3-5 working days
Can I return an item after I click the “received” button?	No, if you have clicked the "received" button, we do not accept returns. Please review your order carefully before confirming receipt.
Can I return an item purchased with a guest account?	No. Purchases made with a guest account are not eligible for returns. Consider creating a registered account for eligible return options.