

# PETRONAS Shop return FAQ

Updated: 23 January 2026

QUESTION	ANSWER
<b>What is your return policy?</b>	<p>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.</p>
<b>How do I initiate a return?</b>	<p>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.</p>
<b>Can I return items purchased during a sale?</b>	<p>Sale items are not eligible for a return, refund, or exchange. All items purchased during a sale or with a promotion are considered final.</p>
<b>Can I return sale/discounted items?</b>	<p>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.</p>
<b>Can I return, refund, or exchange a customised item?</b>	<p>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>

<b>Are there any items that cannot be returned?</b>	<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"> <li>• Sale items</li> <li>• Customised items</li> <li>• Voucher / Virtual Product</li> <li>• Food Product</li> <li>• Items that have a hygienic element (face mask)</li> <li>• Specified on the product not eligible for returns.</li> </ul>
<b>What should I do if my sale/customised item is damaged or incorrect upon delivery?</b>	<p>If your sale/customised item arrives damaged or does not match the confirmed order details, please initiate a return via the return guide (<a href="https://www.setel.com/PETRONAS-Shop/articles/return-items-guide">https://www.setel.com/PETRONAS-Shop/articles/return-items-guide</a>) within 7 days after receiving the item. If you require further assistance, please reach out to Mesralink for support.</p>
<b>How should I package my return?</b>	<p>Please ensure that the items are securely packaged to prevent damage during transit. Use the original packaging if possible.</p>
<b>Do I need to pay for the return shipping?</b>	<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>
<b>How long does it take to process a return?</b>	<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>

<b>Can I exchange an item instead of returning it for a refund?</b>	Yes, you can exchange an item for a different size, colour, or style, subject to availability.
<b>How will I receive my refund?</b>	Refunds are typically issued to the original payment method used during the purchase. You can expect your refund within <ul style="list-style-type: none"> <li>1. Setel Wallet: 17 working days</li> <li>2. iPay88: up to 21 working days</li> <li>3. PETRONAS Shop Online Voucher: 3-5 working days</li> </ul>
<b>Can I return an item after I click the “received” button?</b>	No, if you have clicked the "received" button, we do not accept returns. Please review your order carefully before confirming receipt.
<b>Can I return an item purchased with a guest account?</b>	No. Purchases made with a guest account are not eligible for returns. Consider creating a registered account for eligible return options.