You may submit your request of a return by email within 7 days of receiving the item if the product is a returnable item. Alternatively, you may return the item to our store.

Please retain and return all packing materials including the following: the original shipping packaging (if applicable), Ecy Mart packaging, tags, certificates, manuals and all other accessories etc. Please ensure the reclaiming product is in good and original condition and the package is undamaged. Ensure the label or tags are intact and attached to the item, if any of these are damaged, they are deemed to be non- returnable.

We will notify you of the status of your return as soon as we received and inspected the products. If eligible, we will arrange a refund via E-Gift card to your email account (the amount would be based on the price shown in your order).

Remarks: 1. Each order can only be returned once.

2. The refund via E- Gift card includes any previous E- Gift card used upon purchasing the returned product. However, paid delivery fee and coupons used at the purchase will not be refunded or re-issued.

3. If Ecy Mart does not receive the product within 14 days from your request, we reserve our right to reject your request of return.

4. Any opened, used or products damaged by customers are non- refundable