

RETURN & REFUND POLICY

Thank you for shopping at Therawin.

If, for any reason, You are not completely satisfied with a purchase We invite You to review our policy on return & refund.

The following terms are applicable for any products that you purchased with Us.

1. Interpretation and Definitions

1.1 Interpretation

The words of which the initial letter is capitalised have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

1.2 Definitions

For the purposes of this Return & Refund Policy:

- **Company** (referred to as either "the Company", "We", "Us" or "Our" in this Agreement): refers to Therawin Co., Ltd., with business address 30 Sukhumvit 61, Klong Tan Nuea, Watthana, Bangkok 10110, Thailand.
- **Goods:** refer to the items offered for sale on the Website.
- **Orders:** mean a request by You to purchase Goods from the Company.
- **Website:** refers to Therawin, accessible from www.therawin.net
- **You:** means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Website, as applicable.

2. Cancellation and Refunds

2.1 Cancellation

As a general principle, all sales are considered final, and no refunds will be issued.

You may still request cancellation before the Goods have been shipped.
The Company will consider each cancellation request on a case-by-case basis.
Cancellation will be granted at the Company's discretion.

Cancellation requests received after the Goods have been shipped will not be considered.

Cancellation requests must be made by means of a clear statement. You can inform us of your decision by:

- email: info@therawin.net
- visiting this page on our website: www.therawin.net/contact

Should cancellation be granted, the Company will inform You by email. If the cancellation is not approved, We will not communicate with You.

2.2 Refund

In case cancellation is granted, the Company will operate a refund on the initial payment method You used. If not possible, the Company may ask You your bank account details for a bank transfer.

No refunds will be made in cash.

In case the refund process occurs fees, the Company will deduct such fees from the refund amount.

We will reimburse You no later than 30 days from the day on which We granted cancellation.

3. **Returns**

Because Our Goods are for personal use, We cannot accept any returns.

4. **Contact Us**

If you have any questions about our Return & Refund Policy, please contact us:

- By email: info@therawin.net
- By visiting this page on our website: www.therawin.net/contact