

## **RETURN POLICY**

If, for any reason, you are unhappy with your purchase or the performance of our products, you are entitled to a refund of your product purchase, less the charge for shipment fee which is at USD 5.00 per pack.

- If you have not used or opened the product(s), please return them to Asiapharm Biotech Pte Ltd (contact provided below) within 60 days, together with a brief note stating why it is being returned. Please note that we will refund only the purchase price of the product returned; less the flat shipment fee @ USD 5.00 per pack.
- We do not accept products that have been used or opened.
- Customer may send an email to [sales@hypocol.com](mailto:sales@hypocol.com), and stating your invoice or order number and your customer ID, for inquires on return policy.
- Please return your order and attach invoice and brief return note to address of Asiapharm Biotech Pte Ltd at:

(HypoCol Return)  
ASIAPHARM Biotech Pte Ltd  
133 Cecil Street #12-02  
Keck Seng Tower  
Singapore 069535

## **DAMAGED ITEM**

We usually do a final check on your order before shipment.

In the event, if you receive the product in a damaged condition, please inform us via email, stating your invoice or order number and your customer ID, at [sales@hypocol.com](mailto:sales@hypocol.com).

We will follow-up immediately by sending you a replacement for your order.

## **CUSTOMER PRIVACY**

Your privacy is important to us!

Our customer database will not be sold to mailing lists or bulk e-mail companies, and we do not participate in any type of Telemarketing activities. The contact information you provide to us for your order will be kept strictly confidential.

However, we may send you update of HypoCol information or promotional activities unless you have indicated that you do not wish to receive it.