

KABY Edition — Shipping, Delivery & Returns Policy

At KABY Edition, we believe every piece should arrive and be experienced with clarity, care, and confidence. Please review our policy below before completing your purchase.

1. Order Processing

All online orders are processed within **3 working days**, excluding weekends and public holidays, unless otherwise stated (e.g. new collection launches or peak periods).

Once your order has been confirmed and dispatched, you will receive a tracking update via email or text notification.

2. Shipping & Delivery

Estimated Delivery Time

- **Peninsular Malaysia:** 2–7 working days
- **East Malaysia:** 2–7 working days
- **International Orders:** 5–15 working days (subject to destination and customs clearance)

Delivery timeframes are estimates and may vary depending on courier operations, customs procedures, and unforeseen circumstances.

Shipping Fees

- Shipping charges are automatically calculated at checkout based on parcel weight and delivery location
- We do not profit from shipping fees; charges are set by our courier partners

International Orders

- Any customs duties, import taxes, or local charges are the responsibility of the recipient
- These charges vary by country and are not included in your order total

Delivery Conditions

- Delivery is handled by third-party courier services
- Once parcels are handed over to the courier, delivery timelines and handling are subject to their operations
- We will always support tracking and assistance where needed to ensure your parcel reaches you safely

Re-delivery & Returned Parcels

- Re-delivery fees apply for failed deliveries due to incorrect details, unavailability, or unclaimed parcels
- Returned parcels may incur additional shipping charges for re-shipment
- Unclaimed parcels beyond **30 days** may be considered void unless otherwise arranged

3. Returns & Exchanges

We want you to feel confident in every KABY Edition piece you choose.

Eligibility

Returns or exchanges must be requested within:

- **7 working days** for all customers
- **VIP members: 14 working days**

For **in-store purchases**, the return period begins from the **date of purchase**.

For **online orders**, the return period begins from the **date the parcel is received**.

To be eligible, items must be:

- Unworn, unwashed, and unaltered
 - In original condition with all tags attached
 - **Free from any scent**, including perfume, fragrance, deodorant, or body odour
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Return Outcome

- All approved returns will be issued as **store credit only**
- **No cash refunds** will be provided

Store credit may be used for future purchases at any KABY Edition outlet or online store (where applicable).

Non-Returnable Items

The following items are not eligible for return or exchange:

- Items purchased under **sale, promotion, markdown, or discount**
 - Items purchased using **special campaigns or codes** (unless otherwise stated)
 - **Accessories** or items marked as non-returnable
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Exchange Availability

- Exchanges are available at **all KABY Edition outlets in Malaysia**
 - Subject to stock availability
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Online Returns Process

- Customers are required to **inform us prior to any return or exchange**
 - Kindly contact us via:
 - **Email:** kabyedition@gmail.com; or
 - **WhatsApp:** +6010-2080026
 - Items must be sent back within the applicable return window
 - Return shipping costs are borne by the customer
 - Once received and verified, store credit will be issued within **4–5 working days**
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Important Notes

- Slight variations in **colour, print placement, or measurements (1–2cm)** are considered normal due to production and fabric characteristics
 - Colour may vary due to lighting, photography, and screen settings
 - Items that do not meet the stated conditions will not be accepted
 - Each order is eligible for **one return or exchange request only**
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Defect Assurance

If you receive an item with a manufacturing defect, please contact us promptly.

Each case will be carefully reviewed and handled with an appropriate resolution (exchange or store credit, subject to assessment).

4. Responsibility & Final Notice

- KABY Edition is not responsible for delays caused by courier services, customs clearance, or external logistics disruptions once parcels have been dispatched
 - Customers are responsible for ensuring correct delivery information is provided at checkout
 - We reserve the right to refuse returns that do not meet the stated conditions
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Final Statement

We appreciate your trust in KABY Edition. Every policy is designed to protect both our craftsmanship and your experience with us.

KABY Edition reserves the right to make the final decision on all shipping, delivery, and return matters.