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Corvan Purchase and Refund Policy for online purchase

Conditions of Return

Corvan offers 7 days cooling-off period.

But the cooling off period is not a trial period, your returned merchandise must be in new state, with complete packaging unopened.

To protect the interest of consumer, products that are used or have their packaging damaged are not returnable.

Returns Process

***Please follow these steps to return your purchase to us:***

1. Contact Corvan at 603-7728 8166 or via email to [**enquiry@corvan.com.my**](mailto:customercare@neatorobotics.com) to request a Return Authorization.
2. Serial Number (SN) will be required at the time you make your request. It is located on the underside of the robot. For product without serial number, please provide Invoice/Cash Bill number. Please have it available when calling Corvan or include them in your email.
3. Once a return has been authorized by Corvan, pack your item in the original UNOPENED package with proper protection outer packing.
4. Please mark the outside of the shipping box with the provided Return Merchandise Authorization(RMA) number and return it to the Returns Center Address provided.
5. For your protection, we recommend that you use a traceable shipping method (UPS, FedEx, etc.).
6. Customer is responsible for all shipping charges except in the event the return is the result of Corvan’s error.
7. You can expect a refund, by cheque bank in to the account you provide, within 30 days of your returned product being received and meeting the Conditions of Return by Corvan. Shipping costs and 2% payment gateway charges will not be refunded.

Warranty Exchanges

Any shortage, incorrect item, major product damage or defect on arrival must be reported within 48 hours of receipt by calling Corvan at 603-7728 8166 or via email to [**enquiry@corvan.com.my**](mailto:customercare@neatorobotics.com) to request a warranty replacement. Customer is responsible for all shipping charges except in the event the shortage or incorrect item delivered is the result of Corvan’s error.

Warranty request on used product shall be covered under Product Warranty Terms and Conditions.

Items Purchased From Other Sellers

If you purchased a Corvan product at a retail store or from Corvan’s authorized dealer, requests for returns for credit must go through your original place of purchase. Contact your retailer or visit their website for information regarding their returns policy.