

Returns, Refunds and Exchanges Policy

If You Wish To Cancel An Order

You may cancel the order before it ships out. You may contact us to arrange the cancellation.

How To Return An Item From On-Line Order

Your item must be in its original unused condition to be returned, unless there is a manufacturer defect. You must return the item within 30 days of your purchase.

1. Please email sales@fondmoment.com to request a refund and we will assign you a tracking number.
2. Mail your returned item to:

Block 5002, Ang Mo Kio Avenue 5, #03-01A,
Techplace 2
Singapore 569871

3. Include in your package a signed letter stating the reason for your return and the original receipt.

Return Exceptions

Merchandise that has been worn, used, or altered will not be accepted for return or exchange.

Restocking Fee

All items are subject to a 10% restocking fee, this will be deducted from your refund. We also do not refund the original shipping and handling that you paid on the order.

Exchanges

If your clothing item is in like new condition, you may exchange your clothing item for a different size or color. You will not be subject to a restocking fee in this case, but you still will have to pay return shipping. For customers in Singapore, alternatively, you may bring the items down to our store and make the exchange without any charges incurred.

Payment Policy

Accepted Methods of Payment

Credit Card or Debit Card (Visa, Master Card, American Express) via Paypal.

Credit Card Charges

Your credit card will be charged when you place your order. If we are not able to fulfill your order for any reason your payment from credit card will be refunded.

Shipping Policy/ Turnaround

All orders are shipped within 48 hours Monday - Friday 8am - 5pm or an estimated date indicate otherwise.

Carriers

We are using Singpost to deliver our orders.

Order Tracking

If a tracking number is provided by the shipping carrier, we will update your order with the tracking information. Please note that some orders using normal post will not have tracking numbers.

Shipping Rates

The rate charged for the shipping of your order is based on the volume, weight of your products, and your location. Before the final checkout page you will be shown what the cost of shipping will be, and you will have a chance to not place your order if you decide not to. Please contact us if you require special arrangement in shipping matters. No shipping fee for customers in Singapore if you wish to self collect it from our store.

International Shipping

Import restrictions of individual country is applicable for all internet purchases. Buyers are therefore responsible to ensure that the product be lawfully imported to the destination country before placing any orders. The recipient of an international shipment shall bear all relevant charges incurred for international shipping, unless otherwise specified. These will include but not be limited to the following shipping fees, import and custom duties. The amount payable may vary based on the product and item price. For further enquiries, please contact us.