

REFUND, RETURNS & CANCELLATION POLICY



Last Updated: 24 June 2026

This Refund, Returns & Cancellation Policy applies to all purchases made through **ardion.co**.

Ardion+ is operated by **Radlab Group Enterprise SA0647264-X**.

By placing an order, you agree to this Policy together with our Terms & Conditions, Delivery Policy and Privacy Policy.

1. CONTACT DETAILS

For cancellation requests, return enquiries or refund-related matters, please contact us at:

Email: hello@ardion.co

Customer Service: +60 11-1196 5056

Please include your name, order number, registered email address and a clear description of the issue when contacting us.

2. SCOPE OF THIS POLICY

This Policy applies to:

- One-Time Purchase orders; and
- Monthly Subscription orders.

All purchases must be completed directly through **ardion.co**.

Where an Eligible Promotional Code is used, the code remains subject to our Terms & Conditions. The use of an Eligible Promotional Code does not affect a customer's rights under this Policy.

No person sharing an Eligible Promotional Code is authorised to approve cancellations, accept returns, collect payments or process refunds on behalf of Ardion+.

3. ONE-TIME PURCHASE CANCELLATION

You may request cancellation of a One-Time Purchase by emailing hello@ardion.co within **one (1) hour** of receiving your order confirmation email.

We will process a valid cancellation request where:

- the request is received within the one-hour period; and
- the order has not entered fulfilment or been dispatched.

Once an order has entered fulfilment, been dispatched or delivered, it cannot be cancelled merely because you have changed your mind.

Where a valid cancellation is approved, any successfully received payment will be refunded or reversed to the original payment method where applicable.

4. MONTHLY SUBSCRIPTION CANCELLATION

A Monthly Subscription is a rolling monthly subscription. It is not a 12-month contract, lock-in period or minimum payment commitment.

You may cancel your subscription at any time by emailing hello@ardion.co.

To avoid your next monthly charge, your cancellation request must be received at least **three (3) calendar days before** your next billing date.

Cancellation stops future billing.

Where a monthly payment has already been successfully processed and the relevant order is already being fulfilled, cancellation will take effect from the following billing cycle.

A successfully processed monthly payment will not be refunded merely because you later change your mind, subject to valid product, delivery, payment or other issues covered under this Policy and applicable law.

5. CHANGE-OF-MIND RETURNS

We do not accept returns, exchanges or refunds solely because:

- you changed your mind;
- you no longer wish to use the product;
- you ordered the wrong product or quantity;
- you did not use the product;
- the product packaging has been opened or the product has been used; or
- your order has already entered fulfilment, been dispatched or delivered.

This does not affect your rights in relation to an incorrect, damaged, defective, expired or undelivered item, a duplicate or unauthorised charge, or any right available under applicable law.

6. WRONG, DAMAGED, DEFECTIVE OR EXPIRED ITEMS

If you receive an incorrect, damaged, defective or expired item, please notify us within **seven (7) calendar days** of delivery.

Please provide, where reasonably available:

- your order number;
- clear photographs of the parcel, shipping label and product;
- photographs showing the relevant issue;
- a clear description of the issue; and

- a full unedited unboxing video, where available.

An unboxing video is encouraged because it may help us assess a claim more quickly. However, it is not the only evidence we will consider.

Please keep the product, packaging and parcel materials until we have completed our assessment or provided further instructions.

Do not return any product without our written instructions.

7. RETURNS FOR VERIFIED PRODUCT ISSUES

Where we verify that an item is incorrect, damaged, defective or expired, our primary remedy will generally be a **replacement product**.

Where a replacement is unavailable, unsuitable or cannot reasonably be arranged, we may offer **store credit** or another appropriate remedy, depending on the circumstances and applicable law.

If we request that a verified item be returned, we will provide return instructions.

Where the issue is verified and the return is requested by Ardion+, we may reimburse reasonable standard return postage or arrange an alternative return method. Please do not incur return postage without our written approval.

Products returned without authorisation, sent to an incorrect address or damaged through inadequate customer packaging may not be accepted.

8. ITEMS NOT DELIVERED

If your order has not arrived within the estimated delivery period, please first check the tracking information provided.

Contact us at hello@ardion.co as soon as possible if:

- tracking shows the parcel as delivered but you have not received it;
- the parcel has not moved for an unusually long period;
- the parcel is returned to sender unexpectedly; or
- you believe the order has been lost in transit.

We may investigate with the courier or logistics provider before confirming the outcome.

Where an order is confirmed as lost, undelivered or incorrectly handled through no fault of the customer, we will provide an appropriate remedy, which may include a replacement, store credit, refund or payment reversal where appropriate.

9. DUPLICATE OR UNAUTHORISED CHARGES

If you believe you have been charged more than once for the same order, or that a charge was made without your authorisation, contact us promptly at hello@ardion.co.

Please include:

- your name;
- the email address used for the order;

- the relevant order number, if available;
- the charge amount and date; and
- any supporting payment information that does not disclose your full card details.

We may need to verify the transaction with **[PAYMENT SERVICE PROVIDER]**.

Where a duplicate charge is verified, we will arrange an appropriate refund or payment reversal to the original payment method.

For an unauthorised charge, you should also contact your bank or card issuer promptly. We will reasonably assist with any verification required from our side.

10. FAILED DELIVERY CAUSED BY CUSTOMER INFORMATION

Customers are responsible for ensuring that delivery details are complete and accurate.

Where a parcel cannot be delivered because of an incorrect or incomplete address, repeated unsuccessful delivery attempts, refusal to accept delivery or failure to collect a parcel, the order may be returned to sender.

In such cases:

- delivery fees may not be refundable;
- any redelivery may be subject to an additional delivery charge; and
- we may require the customer to confirm the correct address before redelivery.

Further details are set out in our Delivery Policy.

11. SUBSCRIPTION PAYMENT ISSUES

Where a subscription payment fails, no monthly order will be processed or dispatched unless payment is successfully completed.

We may attempt to process a failed subscription payment up to two additional times within seven calendar days after the initial failed payment.

If payment remains unsuccessful after the final retry attempt, the subscription may end automatically.

You may place a new subscription order through ardion.co, subject to then-current availability and pricing.

12. REFUND METHOD AND TIMING

Where a refund or payment reversal is approved, it will generally be made to the original payment method used for the order through **[PAYMENT SERVICE PROVIDER]**, where applicable.

Processing times may vary depending on **[PAYMENT SERVICE PROVIDER]**, your bank or card issuer.

Store credit, where offered, may be subject to a validity period and usage conditions communicated at the time it is issued.

13. RIGHTS UNDER APPLICABLE LAW

Nothing in this Policy excludes or limits any right, guarantee, remedy or liability that cannot lawfully be excluded or limited under applicable law.

14. POLICY UPDATES

We may update this Policy from time to time to reflect changes in our operations, payment methods, delivery processes, legal requirements or customer-service procedures.

The latest version will be published on ardion.co together with its effective date. Changes will generally apply to future purchases and transactions.

15. CONTACT US

For questions about cancellations, returns, refunds or order issues, please contact:

Radlab Group Enterprise SA0647264-X

Email: hello@ardion.co

Customer Service: **+60 11-1196 5056**

Business Address:

SS-02-20, Skypod Square,
Persiaran Puchong Jaya Selatan,
Bandar Puchong,
47100 Puchong, Selangor, Malaysia.