

RETURNS POLICY

Most who purchase IJMAL shoes end up keeping them. However, sometimes our shoes just don't meet your unique needs. Don't worry, because you can return your order for size exchanges within 14 days of receiving your parcel.

- All item(s) must be returned to us undamaged, unsoiled, unwashed, unaltered, and unworn.
- All item(s) must be returned in the original selling condition and include the original product packaging.
- Items that are damaged, marked or found to be manufacturing error is acceptable and new items in good condition or other items with same purchased value will be sent back to the customer.
- Item(s) purchased does not fit on customers.
- Foot accessories such as heel grips, bunion corrector, arch support, forefoot pad and such are not returnable.
- Accessories such as footsoaks and shoe care kits are not returnable.
- Some promotions and closeouts include shoes that are Final Sale, Year End Sale, Clearance or As Is sale cannot be exchanged or returned. Please read all promotional materials and product descriptions prior to purchase.
- Please note that replacement items are subject to stock availability.
- Upon acceptance, all returned items will take up to 14 working days to be processed by our warehouse.
- The management of Empayar IJMAL Sdn Bhd reserves the right to reject any returns at our sole discretion shall we find any goods returned in a damaged / altered / used condition.

RETURN PROCEDURE

Step 1: Email us at service@ijmal.my for return approval by providing the following details; Order ID, Item of exchange, new size and reason.

Step 2: Fill in the return form provided by customer service.

Step 3: Packing and return

- All courier charges for your return package will be borne by the customer
- Please obtain a delivery receipt/airway bill/tracking number from the courier company of your choice to trace your return package if it reaches our warehouse.
- IJMAL will not be liable for any loss or damage of your return package handled by the courier company of your choice.
- Please note that in person returns (walk in) to our warehouse are NOT accepted.
- Please contact us at service@ijmal.my for return status