



7/2-3 Moo 10 Soi Phuyodying, Suanluangruamjai Rd., Suanluang, Krathum Baen, Samutsakhon 74110

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E-mail : [twins@hotmail.co.th](mailto:twins@hotmail.co.th) Web Site : <https://www.twinspecial.com>

## RETURN AND WARRANTY POLICY

1. We do not have a policy for returning or exchanging shipment after the order confirmation is completed, except if we have made a mistake when sending your order (i.e. we sent a different style or size from what you actually ordered) or if the items have the manufacturing defects from the factory. Items must be returned within 60 days after the date of shipment delivery.
2. Our warranty policy is only in effect for products that are received as defective. Items must be returned in the same condition as received, original packaging, unused and unwashed and will be analyzed to evaluate if it is a manufacturing defect or a created damage.
3. The first step to start the warranty process you must send the following information to [twins@hotmail.co.th](mailto:twins@hotmail.co.th)
  - Copy of the original receipt or invoice number.
  - Detailed description of the defect.
  - Include photos of the part of the product where the defect is located (if the defect is internal, be very emphatic in the description).
  - General image of the product.
4. The customer is responsible for shipping the item back to us prior to any refund being issued and will also be responsible for shipping costs associated with any product return.
5. For exchange requests, the customer is responsible for shipping costs associated with the product return. We will pay the cost for shipping of the replacement item.
6. All returned items should be sent to:

TWINS SPECIAL CO., LTD.  
7/2-3 Moo 10 Soi Phuyodying,  
Suanluangruamjai Road, Suanluang,  
Khathumban, Samutsakorn 74110 Thailand  
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