There is an item missing from my order!

Suise Ubeda - 2026-07-24 - Comments (0) - General

Sorry to hear this Suki :(

We always try our best to ensure that all of the items you have ordered are complete, from picking through final checking, encoding, and packing. Although this rarely happens, unfortunately, mistakes do occur and we may miss an item during preparation. No worries, though we aim to get a replacement for you or a refund ASAP!

Please contact us by phone, text, or email so we can deliver your missing item (depending on availability) or alternatively, refund you via voucher.

Note: We cannot process any return/replace, voucher, or refund for missing items after 3 days from the delivery date since we cannot properly investigate the claim as the items have been in your household already.