



Return & Refund Policy

Last Updated: 8th October 2026

At Nu8, we want you to be satisfied with your purchase. If something is wrong with your order, we're here to help.

Overview

- Returns accepted within **7 days** of delivery
- Items must be **unused and in original condition**
- Opened or used cleaning products are **not eligible for return** (for safety & hygiene reasons)
- Refunds are issued after inspection
- Delivery fees are generally non-refundable

Return Eligibility

You may request a return if:

- You received the wrong item
- The product arrived damaged or defective
- The item is still sealed, unused, and in original packaging
- The return request is made within **7 days** of delivery

A **proof of purchase** is necessary for us to process your return.

Non-refundable Items

Due to hygiene and safety reasons, we will no accept returns for:

- Opened or used products
- Products not in their original condition or packaging
- Items damaged due to misuse or improper handling
- Clearance or promotional items (if applicable)

For Damaged or Incorrect Orders

If your order arrives damaged or incorrect:

- Contact us within **7 days** of receiving your order
- Provide your order number and clear photos of the issue

We will review and may offer:

- A replacement, or
- A full/partial refund, depending on a case-by-case basis

Refund Process

Once your return is approved:

- We will inspect the returned item (if applicable)
- Approved refund will be issued to your original payment method
- Please allow up to **5-10 business days** after your return is approved to process the refund

Shipping for Returns

Customers may be responsible for return shipping costs unless the item is defective or incorrect.

Original delivery fees are generally non-refundable.

If the return is due to Nu8's error, we will gladly cover the return shipping cost.

How to Return your Order

To request a return, contact us at enquiry@nu8.sg with:

- Your order number
- Reason for return

- **At least 2 photographs** (for damaged or incorrect items)

We will respond within 2 business days with return instructions.

Order Cancellations

Orders can only be cancelled before shipping is processed. Once dispatched, the order will follow the return process instead.

Exchanges

We only offer exchanges if:

- The product is defective, or
- You received the wrong item

We do not offer general exchanges for change-of-mind purchases.

Important Notes

- Please do not return products without contacting us
- Returns sent without prior approval will not be eligible for a refund
- Refunds are only issued once returned goods have been received and inspected
- We are unable to accept returns of opened products for safety and hygiene reasons
- Please ensure product suitability before use by checking product descriptions and labels carefully
- This policy applies to the Singapore Dollar (SGD) currency.

Contact Us

If you need help with a return or refund, email enquiry@nu8.sg and include your order number and issue details for faster processing.

We aim to ensure every Nu8 product reaches you in excellent condition. If something goes wrong, we will work with you to make it right.