



HappyK Cancellation and Refunds Policy

Cancellations made 5 calendar days or more in advance of the “Delivery Date”, will incur a 10% fee. Cancellations made within 2 - 4 calendar days will incur a 20% fee. Cancellations made within 24 hours to the “Delivery Date” will incur a 50% fee. Cancellations made on the “Delivery Date” will **NOT** be refunded.

For example:

Rental Period – 09/01/2020 to 13/01/2020

Delivery Date – 09/01/2020

Collection Date – 13/01/2020

Cancellations submitted on 09/01/2020 will **NOT** be refunded.

Cancellations submitted on 08/01/2020, at any time from 0000H to 2359H, will incur a 50% fee.

Cancellations submitted within 05/01/2020, 0000H to 07/01/2020, 2359H, will incur a 20% fee.

Cancellations submitted on or before 04/01/2020, 2359H, will incur a 10% fee.

How do I make a cancellation and how long does it take to receive the refund?

Before submitting a cancellation, please check the “Delivery Date” on your order receipt.

Please contact customer support and provide us with the following information:

1. Your Order Number
2. Your Name
3. Cancellation Reason

If you are entitled to a refund in accordance with the cancellation and refunds policy;

1. Where the purchase was made using Credit Card, Debit Card or PayPal payment methods, we will credit the refund to the same online payment method.
2. Where the purchase was made using PayNow payment method, we will credit the refund via PayNow to the mobile number listed on your Order. Should the mobile number listed on your order be not linked to PayNow, we will endeavour to contact you for arranging other refund methods.

We may require you to provide additional information prior to processing any refund. If you have not received a refund, you may wish to check your bank account again or contact your credit card company or bank or PayPal as it may take some time for your refund to be posted.