

WELCOME TO QIAN ZU GE

Qian Zu Ge Wellness Sanctuary is about renewing your spirit and focus on the benefits of health, wellness and beauty for an incredibly pampering and unforgettable experience.

To ensure that we will pamper you during your treatment, we have implemented policies to protect our customers :

Service Guarantee

- To offer goods and services of satisfactory quality as defined in the Sales of Goods Act S14(2)
- We provide a 5 working day (exclude Saturdays, Sundays and Public Holidays) cooling-off period to all our guests to seek full refund of payment made if they do not wish to proceed with the service offered. This only applies to prepaid services.
- My business does not engage in selling activities or any form of selling tactics particularly during treatment
- My business has a policy committed to clearly displaying discounted prices.
- To maintain the confidentiality of customer data
- To honor the prices quoted at time of booking
- My business has a policy on additional charges for extra services
- We accept **CASH (Singapore Currency)** and the following payment methods and channels :



- Exchange and Refund Policy:

Services

We allow exchange and refund on services that are prepaid and not utilized within 5 working days (excluding Saturdays, Sundays and Public Holidays) of purchase with a valid original receipt.

Products

Unopened and unused products in the original packaging will be exchanged or refunded in the original packaging within 5 working days (excluding Saturdays, Sundays and Public Holidays) of purchase with a valid original receipt.