

RETURNS FORM

ORDER NUMBER	NAME	RETURN DATE	*BANK ACCOUNT BENEFICIARY NAME

**For customers who paid via COD only*

QTY	PRODUCT CODE	DESCRIPTION	REASON CODE	REASON FOR REFUND
				1. Arrived too late
				2. Ordered wrong size
				3. Doesn't fit properly
				4. Doesn't suit me
				5. Poor quality
				6. Product damaged on arrival
				7. Incorrect item received
				8. Looks different to image on site

Returns Instructions

- Fill out the above Returns Form and select a reason for returning the product(s).
- In order for us to process your refund within 72 hours, please include the completed Returns Form with the item(s) that you would like to return in the original condition and original box, and mail the parcel to us within 15 days of receiving your delivery at:
**Unit 5, 20/F Multifield Plaza,
No. 3 Prat Avenue,
Tsim Sha Tsui, Kowloon, Hong Kong**

**Please remember to retain the proof of postage until we have confirmed by email that your refund has been processed, so if your parcel gets lost in the mail, you will be able to send us proof that you have mailed the parcel*

- Once we have received your returned item(s) in acceptable condition, we will send you a confirmation email upon processing the refund.

Returns Policy

In order to provide you with the best possible online shopping experience, ZALORA offers a simple, hassle-free return policy. If for any reason you are not satisfied with your purchase, you can return your order to us for a full refund. All we need is for you to fill out the Returns Form, place the form and the items you wish to return in a parcel, and mail the parcel back to us.

- You may return your order for up to 15 days following the delivery date
- You may return your order to us using any postal service. As the parcel remains your responsibility until we receive it, remember to retain proof of postage, so if your parcel gets lost in the mail, you will be able to send us proof that you've mailed the parcel
- Products must be returned to us in their original condition and in their original boxes and packaging, complete with any related accessories and tags. We ask you not to tape the box but to instead wrap it to prevent damage. As the parcel remains your responsibility until we receive it, please mail the return parcel with care!
- It can usually take up to 3 days for your return to be delivered back to our warehouse, depending on which postal service you use. We will send you an email as soon as we have received your return in its original condition and have processed your refund. This is usually done within 72 hours
- Refunds are issued through the same transaction method used to make the original purchase. For COD transactions, refunds are sent by check to the mailing address
- Depending on your bank, processed credit card refunds may take 3-5 days to be reflected in your credit card account. Paypal refunds are immediately reflected, while checks will take 1-2 days to reach your delivery address
- We try hard to accept all returns. In the rare event that an item is returned to us in an unsuitable condition, or is incomplete or after the 15-day period, we will not be able to offer a refund