

RETURN FORM

Name (as per bank account): _____ Date: _____

Membership Number (if applicable): _____ Order Number: _____

Email Address: _____ Mobile Number: _____

Payment Transaction ID: _____ Bank Authorisation Code: _____

Payment Transaction Date / Time: _____ Address (for return collection): _____

Billing Address: Same as above. (If different, kindly indicate) _____

Your satisfaction is important to us. To help us improve our customer service and your shopping experience, kindly indicate the return reason code and provide details where applicable.

- A** – Product damaged during transport
- B** – Wrong product shipped
- C** – Defective product (Please provide details.)
- D** – Allergic reaction (Please provide details.)
- E** – Others (Please provide details.)

ITEMS TO RETURN

| No. | Product Name | Product Code | Qty | Reason Code | Details |
|-----|--------------|--------------|-----|-------------|---------|
| 1 | | | | | |
| 2 | | | | | |
| 3 | | | | | |
| 4 | | | | | |

| No. | Product Name | Product Code | Qty | Reason Code | Details |
|-----|--------------|--------------|-----|-------------|---------|
| 5 | | | | | |
| 6 | | | | | |
| 7 | | | | | |
| 8 | | | | | |

REMINDER ON RETURN POLICY

Please be advised that the items must meet the following conditions before the return is accepted and the refund is processed:

- Item(s) should be returned to us within **14 days** from the date of you received your order.
- Items purchased as part of a promotional set or a multi-item pack should be returned as a whole set.
- Any Gift(s) with Purchase should also be returned if it is included in the purchase.
- Shipping costs are non-refundable.

All points earned on the returned Product(s) will be reverted accordingly. In the case whereby part of the payment was made using point redemption, the points will be refunded to your point balance first. Any remaining amount will be refunded via cheque which will be mailed to your billing address.

If you require further assistance regarding returns, kindly contact our e-fulfilment partner at

- (65) 6508 7863 from 9:00am-5:00pm, Mon - Fri (excluding public holidays)
- help@anchanto.com