

## 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	Details
1					
2					
3					
4					
5					

No	Product name	Product Code	Qty	Reason	Details
6					
7					
8					
9					
10					

## 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

- From 9:00am-5:00pm, Mon - Fri (excluding public holidays)
- [cs\\_sg@jtexpress.sg](mailto:cs_sg@jtexpress.sg)