

Return and Exchange Form

Dear Customer,

Thank you for choosing to shop at our store. We value your trust and strive to provide you with the best possible shopping experience. However, if for any reason you are not completely satisfied with your purchase and need to return or exchange your item, please complete this form. This document is an essential part of the return or exchange process, and completing it completely and correctly will help us process your request more quickly.

Please read all instructions carefully and make sure you have provided the correct information. Remember to include this form with the returned item and, if necessary, include other relevant documents, such as photos of the damage or proof of purchase. Thank you for your understanding and cooperation.

****Customer Information:****

Full Name: _____
Email Address: _____
Phone Number: _____
Address: _____
City: _____ State/Province: _____
Zip/Postal Code: _____ Country: _____

****Order Information:****

Order Number: _____
Date of Purchase: _____
Payment Method: _____

****Return/Exchange Details:****

Please indicate the reason for the return or exchange by selecting one of the following options:

- ☐ Damaged item
☐ Incorrect item received
☐ Size/fit issue
☐ Product defect
☐ Not as described
☐ Other (please specify): _____

Detailed description of the problem:

****Returned/Exchanged Items:****

1. Item Name: _____	Quantity: _____	SKU: _____
2. Item Name: _____	Quantity: _____	SKU: _____
3. Item Name: _____	Quantity: _____	SKU: _____

****Preferred Resolution:****

Please indicate your desired resolution by selecting one of the following options:

- ☐ Exchange for a different size/color (Indicate: _____)
- ☐ Refund to original payment method
- ☐ Store credit

Additional Requests:

****Return Shipping Details:****

Carrier Used: _____

Tracking Number: _____

Date Shipped: _____

****Supporting Documents:****

Please attach any relevant photos or receipts to expedite your request.

☐ Attached images

☐ Attached receipt/invoice

****Customer consent and signature:****

By submitting this form, I confirm that I have read and understand the rules for returning/exchange of goods. I confirm that the information provided is true and correct. I understand that in case of an incorrectly completed form, the processing of my request may be delayed or rejected.

Customer signature: _____

Date: _____

****For internal use only (to be completed by a store employee):****

Received by: _____

Date of receipt: _____

Checked: ☐ Yes ☐ No

Approved solution: ☐ Yes ☐ No

Processed by: _____

Date of processing: _____

Comments: _____

Thank you for your cooperation! We will process your request as soon as possible and inform you of its outcome.