juillet

RETURN AND EXCHANGES FORM

RETURN POLICY & INSTRUCTIONS

Need to return something? Please complete and submit the form by following the steps below.

1. Fill up the form and indicate the reason code for return.
2. If you feel that your item is defective, please send us some clear pictures of the defective part.
3. Submit the form and will get back to you with your return confirmation letter within 1 working day.

Please note below conditions for exchanges and refund by store credits.

T&C's:

1. Please make sure that your returned item must be in new, unused and resalable condition, with the DO NOT REMOVE tag still attached in the same place as originally sent.
2. No return/ exchange on sale items.
3. All local returns are arrange by our courier DPEX.
4. For international returns, it's recommended to ship your package with insurance using a trackable shipping method.
5. Returns shipping charges are bourne by the customers.

REFUND:

1. All refund is issued using store credit.
2. Regular (non-customized) items may be return for refund by store credits within 14 days from original purchase date.
3. Atelier (customized) items may only be return for 21 days from original purchase date. Please note that we only refund in store credit of the original price of the product. Any customization fee will not be refunded.

EXCHANGES:

1. Exchange is currently only available for Singapore customers.
2. We do not accept exchanges for atelier products.
3. Regular (non-customized) items may be exchange within 14 days from original purchase date.
4. We will ship out the new item(s) with free local shipping.

*** Required Field**

ORDER NUMBER: *

Which item(s) would you like to return? *

PRODUCT NAME	COLOUR	SIZE	QTY	REASON CODE

REASON FOR RETURN/ EXCHANGE

FIT APPEAL

A. Too small
B. Too big
C. Product not as described/ expected

SERVICE

D. Wrong item shipped
E. Quality is not unsatisfactory (If you feel that your item is defective, please attach some clear pictures of the defective part).

What would you like to receive? * ◯ Refund in Store Credit ◯ Exchange

If you would like to receive any item(s) in exchange, please specify:

PRODUCT NAME	COLOUR	SIZE	QTY	PRICE
			TOTAL	