RETURNS FORM

Name: **Order Number: #** **Measurements - Bust:** **Waist:** **Hips:** **Height:**

Item Name & Qty	Reason # *(e.g. 3a)*	Tell us a little more	Reason for Return (Ref #)
			1. **Fit:** a. Too Long / b. Short / c. Tight / d. Loose / e. In-between / f. Proportions not suitable 2. **Comfort:** a. Don't like the fabric / b. Too thin / c. Too heavy 3. **Color/Appearance:** a. Not suitable / b. Looks different / c. Too sheer 4. **Design Preference:** a. Not suitable 5. **Functionality:** a. Quality / b. Difficult to wear / c. Not supportive 6. **Change of mind**
Other feedback or suggestions? We'd love to hear from you:			

1. Returns must reach us before the following deadlines: **(a) for local orders, within 10 working days from the date of delivery, (b) for overseas, 30 working days from the date of delivery.** All successful returns are processed in-store credits, valid for 6 months, which will be refunded to you within 5-10 working days.

2. To initiate the return process, kindly proceed by submitting a **Return Request** via your Account section under 'My Orders'. If your order does not meet the eligibility criteria for returns, you won't be able to proceed with the request. Once submitted, please allow our team a few working days to process your request. An email update will be sent once the request has been reviewed.

3. All items returned must be in the **same condition as received** - in their original packaging attached with tags intact, unworn, unwashed, unaltered, free of any damages and purchased directly from caramelmonster.com only. To ensure hygiene and quality for all customers, we are unable to accept returns for items that show signs of wear or handling, including but not limited to pet fur, hair, stains, odours, or alterations. We reserve the right to inspect the condition of the items before processing any returns.

4. If you return an item that does not meet our requirements for returns, the item will be sent back to you (prevailing shipping costs will be charged accordingly). We reserve the right to reject the return and any request for store credits refund.

5. You are responsible for the postal costs, customs duties and taxes for returned items. You are responsible for the item until it reaches us and kindly retain all proof mailing until an acknowledgement has been sent. In the event that any parcel returned by mail is lost, the lost item shall be ineligible for return or exchange and we shall not be liable for any costs incurred by you.

6. Returns/exchanges are not allowed for Sale item(s), Pop-Up purchase(s), Customised/Special request item(s), Orders made using promotional codes (except WELCOME10 & birthday discount), and/or Orders made using Store Credits (gift cards exclude).