

RETURNS FORM

Name:

Order Number: #

Item Name	Qty	Reason for Returns #	Reason for Returns (Ref #)
			Item looks different from 1. website 2. Fit – too tight 3. Fit – too loose 4. Fit – I am between sizes 5. Fit – too long 6. Fit – too short 7. Style – the style and colour is not suited for me 8. Quality

1. You can return your online order **within 10 working days (for local orders) and 30 working days (for overseas orders) from date of delivery**. Returned items must be purchased directly from us through official website or Instagram page. Items will be processed and checked upon reaching us. All successful returns are processed in-store credits, which will be refunded to you within 5-10 working days and you will be notified via the email provided. All credits will be valid for a period of 6 months.

2. To initiate the return process, kindly proceed by submitting a Return Request via your Account section under 'My Orders'. Please note that 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 their original condition - attached with original tag, unworn, unwashed, unaltered and purchased directly from caramelmonster.com only. Items will be inspected on return.

4. In the unlikely event that a product is returned to us in an unsuitable condition, the item will be sent back to you (prevailing shipping costs will be charged accordingly). We reserve the right to refuse any returned item that does not meet the above return policy.

5. All postal fees, customs duties and taxes for returns are to be paid by the customer.

Do note that returns/exchanges are not allowed for Sale item, Items purchased from our pop-up events, Customised/special request item, Orders made using promotional codes (except first timer discount WELCOME10 & birthday discount), and/or Orders made using store credits (gift cards excluded).

Need more assistance? Drop us a note at love@caramelmonster.com