

AMENPAPA

For Internal use	
Invoice Date (DD/MM/YYYY)	
Order no	
Return date (DD/MM/YYYY)	
Website	: www.amenpapa.com
Email	: cs@amenpapa.com

Return reason code reference	Return reason code	Item Code	Description	Qty (pcs)
(01) Arrived too late				
(02) Poor quality				
(03) Does not suit / fit me				
(04) Ordered more than one size				
(05) Received incorrect item				
(06) Parcel damage on arrival				
(07) Looks different to website image				
(08) Wants to change other item				
Total				

Please select <input checked="" type="checkbox"/> one return goods handling method below			
<input type="checkbox"/>	Please refund to my original payment method		
<input type="checkbox"/>	Please change the size from		to
<input type="checkbox"/>	Please change the color from		to

Delivery and Returns Note

1. Please input the reason code next to the item code above
2. Please place a new order if you could like to change size or color, and return us the original item to us for a refund.
3. Please return us your parcel together with this form, so that we can process your return request.
4. Please keep a postage record/proof until we confirmed your refund has been processed.

For more information or help at any time, please visit our Frequently Asked Questions (FAQ) pages at www.amenpapa.com.



This is **NOT** a pre-paid shipping label. Please make sure the postage amount is sufficient.

<h2>AMENPAPA</h2> <p>AMENPAPA Limited Unit 2001, 20/F, Perfect Industrial Building, 31 Tai Yau Street, San Po Kong, Kowloon, Hong Kong.</p> <p>*** RMK: GR ***</p>

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Return and Exchange

You can return any item to us within 30 days of receiving your original order, including sale items.

For HK Customers

For online purchases, please note that we do not accept returns at our physical stores. You will have to follow the below instructions:

- 1 Print and fill in the Returns Form. You will need to print out this Returns Form together with the shipping label for returns.
- 2 Make sure you fill in the order number and item number on the return item/s one by one on each row of the Returns Form.
- 3 Let us know whether you want a refund or to change it for another size, color or item.
- 4 If you want it replaced for a different size or color, or you want a different item, you will need to place a new order. We'll send your replacement to the default delivery address on your account. A confirmation email regarding the new exchange item/s including delivery address will be sent to you.
- 5 It usually takes up to 10 working days for your returns to be delivered back to our office.
- 6 We'll send you an email as soon as we've received your returns in its original condition and apply your refund to your original payment method. This is usually done within 10 working days.
- 7 Any refund will automatically be issued to the card you used to place the original order. This typically takes 20 working days in the HK, dependent on your bank/card issuer.
- 8 We will try our best to accept all returns. The returns send back to us do not need to be in the original packaging but the original tags/labels must not be taken out or damaged. Additionally, the returns must be clean and cannot be washed or damaged. In the unlikely event that an item is returned to us in an unsuitable condition, we may have to send it back to you.

Important to note: we cannot accept returns or replacements without the above details. Please make sure the Returns Form is filled out correctly and placed in your returns parcel. We shall have the final decision as to whether we accept the returns or not. Should the returns are being rejected, we shall put the record in writing and send to your registered email to explain why the returns item/s is being rejected for exchange or refund.

For International Customers

- 1 As an International customer, you can return your parcel using any postal service.
- 2 Print and fill in the Returns Form. You will need to print out this Returns Form together with the pre-paid shipping label for returns.
- 3 Make sure you fill in the order number and item number on the return item/s one by one on each row of the Returns Form.
- 4 Let us know whether you want a refund or to change it for another size, color or item.
- 5 If you want it replaced for a different size or color, or you want a different item, you will need to place a new order. We'll send your replacement to the default delivery address on your account. A confirmation email regarding the new exchange item/s including delivery address will be sent to you. We will require your confirmation in writing before the delivery is processed.
- 6 It usually takes up to 21 working days for your returns to be delivered back to our office in Hong Kong, depending on your location and which postal service you use.
- 7 As the parcel remains your responsibility until it arrives with us, remember to ask for proof of postage, so if your parcel goes missing in the mail, you'll have proof you've sent it.
- 8 We'll send you an email as soon as we've received your returns in its original condition and apply your refund to your original payment method. This is usually done within 20 working days.
- 9 Any refund will automatically be issued to the card you used to place the original order. This typically takes 30 working days for international, dependent on your bank/card issuer.
- 10 We will try our best to accept all returns. The returns send back to us do not need to be in the original packaging but the original tags/labels must not be taken out or damaged. Additionally, the returns must be clean and cannot be washed or damaged. In the unlikely event that an item is returned to us in an unsuitable condition, we may have to send it back to you.

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