CUSTOMER RETURN & EXCHANGE FORM

BOBROCK L♥VELILY

Name: _____

E-mail: _____   **Phone number:** _____   **Date:** _____

No.	Order #	Returned Item Name	Color	Size	New Item Name	Color	Size	Code

1) We offer you product exchange within **15 days** from the receiving date of your parcels/purchase if you fulfill the conditions below:-
   - Exchange to different size, wrongly delivered item and defective or faulty item is allowed subject to availability.
   - Item must be in original condition, unwashed, unworn and unused.
   - Item must be inside the original plastic packaging along with receipt.
   - Item must be returned to us by using registered courier only i.e. PosLaju, J&T, GDex etc. We are not responsible for lost, held or damaged packages.
   - Shipping cost for return and re-delivery are solely borne by the buyer.

2) **Kindly snap a photo or scan your completed form and e-mail or Whatsapp us at:-**
   E-mail: cs@bobrock.com.my or **Whatsapp**: +6011-6186 3917 for **approval on the product exchange.**

3) Our customer service officer will reach you within 2 working days to notify you in regards of your exchange approval status.
   Item must then be shipped out within 2 working days. Kindly **insert this completed Exchange Form** into the parcel along with items you would like to exchange.

4) If the exchange item price is higher than the returned item, the price difference will be borne by the customer. If the exchange item price is lower, we will not refund the differences however, the differences will be converted to our store credit for your future use.

5) The price difference top up can be paid by using cash deposit or online banking to our account only. By customer choice, the top up cash can be inserted inside the return package. However, we are against this practice and shall not be held responsible in the event of loss during the shipment.

*Please choose code below:-

Reason	Code
Size - Too Small	A1
Size - Too Big	A2
Wrong item delivered	B3
Defective item	C4

For Office Use:	*Status:*