

## RETURNS FORM

Order No:
Order Date:

Product Name/ SKU	Qty	Return Code(s)	Return Codes (Reason for Return)
			1. Defect in item (please elaborate below)
			2. Late arrival of parcel
			3. Item didn't fit – too big
			4. Item didn't fit – too small
			5. Item looked different from website
			6. Item didn't suit – cutting
			7. Item didn't suit - colour
			8. Change of mind
Additional comments:			
<p><i>We take your feedback seriously. Please let us know why you didn't love your purchase, so that we can improve.</i></p>			

Need to return something? We accept returns for items\* that are unworn, unwashed, unaltered, and with its tags intact.

*\*Excludes: orders made with promotional codes, sales items and accessories.*

Follow the steps to start a return request:

1. Next to the products listed above, select the reason code/s against your return. You can select more than one reason code for each item.
2. Please enclose this form in your return parcel and mail it to the following address:

The Amber Loft c/o Stationery World (S) Pte  
Ltd 50 Ubi Ave 3 #03-10  
Frontier  
Singapore 408866

3. Remember to retain a proof of postage until you receive confirmation that your return has been processed. It is very important to choose a trackable mode of postage as we are unable to process returns for lost parcels.
4. Return parcels are to reach us within 10 business days from date of dispatch for local orders. We do not accept returns for overseas orders.
5. Store credit will be issued to your customer account once your return has been processed. You may then use it to place a new order if a replacement size, colour, or alternative item/s\* is required.
6. For more information about our returns policy, visit [www.theamberloft.com/terms](http://www.theamberloft.com/terms).

You are responsible for postage costs of returned items. We only receive return parcels via mail. We reserve the right to reject the return and any requests for store credit. An email update will be sent within 10 business days upon receipt of your return parcel.