



Name:

Invoice Number:

Email:

Date:

If you are not entirely happy with the goods you have received, you can return them to us within 7 days upon receiving your goods, providing they are in original resalable condition. Please complete and enclose this form with your returned goods. Please note, that all item(s) purchased during a sale / promo / discount code are not eligible for exchanges, returns and refunds.

SKU	DESCRIPTION	SIZE	QTY	REASON FOR RETURN / EXCHANGE	NEW SIZE	NEW COLOUR

ADDITIONAL REMARKS

Online Exchange & Returns Terms and Guidelines

1. All returned items must be unworn, unwashed, complete with original tags and/or packaging if applicable.
2. INNAI&CO is not responsible for the return shipping costs of the items.
3. All Items must be in original, resalable condition.
4. Please ensure your returned items are well packaged, so as not to be damaged in the post.
5. Please make sure all return packages are sent with a trackable and insured service.
6. INNAI&CO cannot take responsibility for items damaged or lost in the return transit.
7. INNAI&CO reserves the right to refuse a repair, return, refund and/or exchange if the item(s) does not meet all the conditions outlined above.
8. If returned an item from outside Malaysia, please clearly mark the package 'RETURNED GOODS', to avoid any customs charges. INNAI&CO is NOT responsible for any return custom charges made.
9. You can opt to exchange the item(s) with another item(s) (subject to stocks availability), or to receive store credit for your return.
10. Store credit issued will be based on the value that you paid for the item(s) (excluding the original cost of postage and packaging).
11. Store credit can be used on your next purchase on INNAIandCO.com only.

Once returned and upon inspection and approval of your return form order, you will be entitled to receive an exchange or a refund in store credit, which will not include the cost of the original postage and packaging.

We are not able to refund or exchange items that appear to have been worn, washed, or are not in original condition. All item(s) purchased during a sale / promo / discount code are not eligible for exchanges, returns and refunds.

Please send your returns to our office address, listed below

INNAI&CO
G-0-12, Plaza Damas
Jln Sri Hartamas 1
Sri Hartamas
50480 Kuala Lumpur
Malaysia

Tel: +603 6203 1955
Mon-Sat
11am-7pm