



LITTLE JOY SPACE

## Return/Exchange/Refund Request Form

**Your Name**

**Phone Number**

**Email Address**

**Item Name**

**Order ID**

**Date of Purchase**

**Request Date**

**Return/Refund Reason:**

- Damaged item
- Receive Wrong item
- Item not Received
- Missing accessory/freebie
- Change of mind
- Item doesn't match description/pictures

**Other Comments:**

	Yes	No
Do you have the invoice?	<input type="checkbox"/>	<input type="checkbox"/>
Have you read the Return, Exchange & Refund Policy on our website?	<input type="checkbox"/>	<input type="checkbox"/>
Based on Return, Exchange & Refund Policy, are you eligible for an exchange or refund?	<input type="checkbox"/>	<input type="checkbox"/>



LITTLE JOY SPACE

## Return/Exchange/Refund Request Form

### Follow these steps:

- To initiate a return, exchange or refund, please fill up the Return/Exchange/Refund Request Form and email us at [support@littlejoyspace.com](mailto:support@littlejoyspace.com) within 7 calendar days of receipt.
- Attach invoice and any product and outer packaging photos or videos in your email as evidence to support your claim.
- We will first screen your Return/Exchange Request Form. If it does meet our return/exchange conditions, we will notify our third-party courier partner or our service team to collect your item(s).
- Wrap your parcel it in another layer of external packaging like plastic (bubble wrap/cling wrap etc) to avoid damage to the parcel during transportation.
- After we have received your return item(s), we will screen your item(s) for physical condition.
- You will receive an e-mail from us notifying you whether your return/exchange has been accepted or rejected.
  - i. If your return/exchange is accepted, exchange item(s) will be sent to you for free or refund will be issued to your original payment method.
  - ii. If the return item is rejected, we will arrange courier service partner or our service team to send the item(s) back to you.
  - iii. You need to bear all reasonable shipping costs (including but not limited to the return shipping charges and re-shipping charges).
- Our customer service team will assess your request and assist in resolving the issue for you as fast as we can.

### Important note:

- Please do not send back your item(s) without our authorisation, your item(s) will be rejected.
- Only damaged item(s) or receiving wrong item(s) is/are eligible for exchange. Strictly no exchange for other reasons.
- We reserve the final right to decide that if your return item(s) meet our requirements for return, and also reserve the final right to reject the return, exchange and any request for a refund.