

RETURN & EXCHANGE FORM

If you are not happy with your order for any reason, we'll be happy to take the goods back as long as they are unworn and the labels are attached as original condition within 7 days of receiving your order. Please complete and enclose this form with your returned item(s).

YOUR NAME

DATE:

<input type="text"/>	<input type="text"/>	-	<input type="text"/>	<input type="text"/>	-	<input type="text"/>	<input type="text"/>
d	d		m	m		y	y

EMAIL ADDRESS

REMARKS (optional)

CONTACT NUMBER

Returned Item(s)

Item (1) code: _____

Item (2) code: _____

Item (3) code: _____

Reason for Return

→ _____

→ _____

→ _____

Exchange or Refund? (Please check ✓ the selection)

☐

Exchange to

Item (1) : _____

Item (2) : _____

Item (3) : _____

☐

Refund in store credit*

Store credit is a discount code will be emailed to your given email address. It has a validity of 3 months from the date. Valid for online purchase on normal-priced item only.

Total Store Credit Amount: RM _____

RETURN & EXCHANGE POLICY FOR ONLINE PURCHASE:

ALL GOODS SOLD are non-refundable and non-returnable. NO CASH REFUND policy shall apply.

TERMS:

- Items must be returned in new, unworn condition with all tags still attached within 7 days of receiving your parcel.
- All sale/discounted orders/items
- Exchange is strictly subject to stocks availability.
- Where the value of the item taken in exchange exceeds the value of the item returned, customer shall pay for the excess; in other cases, no cash refund policy shall apply.
- Footwear must be in the original tags attached. Sticker on the shoebox should not be removed or altered in any form.
- For hygienic reasons, we cannot offer exchange for accessories, knitwear, underwear, socks and caps.
- Exchange Policy is granted for one (1) time only for each normal-priced item.
- If the items have not been returned in accordance within the relevant returns period from receipt of order, customers will not be entitled to an exchange.
- We reserve the right to make the final decision on all return cases.
- Exchange Policy only valid in Malaysia. We cannot offer merchandise exchanges or returns on orders shipped internationally. are final and cannot be cancelled or returned or exchanged.
- Customers will not be entitled to an exchange if the items have not been returned in accordance within the relevant returns period from receipt of parcel, therefore we will return the goods to you at your costs and expense.
- The evaluation process may take up to 21 days from we received the returned item.
- Customers must send us the clear and complete picture of consignment note.
- Except for exchange, we only do store credit (a code) and customer shall receive it via email. The store credit has a validity of 3 months and is only eligible for use in www.highcultured.my and not in stores.
- The difference will not be returned if the price of exchange item is lower than the original item.
- Shipping charges for size/colour exchange are to be borne by the customers.
- Visit the nearest Poslaju and post it to the following address:
HCLC (M) SDN. BHD.
NO.12 JALAN TSB 3, TAMAN INDUSTRI SUNGAI BULOH, 47000 SELANGOR, MALAYSIA.
TEL: 03-6143 7338

INCORRECT / MISSING / FAULTY OF ITEM:

If you believe there is a fault with an item you have received, please contact us as soon as you discover the issue to start the return/exchange procedure and we will do our best to resolve the problem. A replacement will be sent where the item is still available.

Customer must return the item(s) to us in **original condition**, and a replacement will be sent where the item is still available.

Under these circumstances, the shipping cost of the replacement where items are missing, or the return shipment where an incorrect or faulty item has been received will be covered by HIGH CULTURED. Please send us the original receipt and show us the picture of the consignment note for reference.

*P.S.:

Please note that customers are responsible for all the fees involved for returning items within seven (7) days upon notification, failing which you shall be deemed no longer interested in the merchandise, and the same shall be disposed or dealt with in any manner we deem fit, without any liability and/or further reference to you.

Return packages remain the responsibility of the customer until it is received by HIGH CULTURED.

Therefore, it is recommended that the customer takes the necessary precautions by using registered and traceable services when returning the package.

If returned item(s) is unclaimed due to ANY REASONS more than one (1) month at our warehouse. The item(s) will be automatically reimbursed.

Any appeals/complaints will be ignored and no refund shall be applied.

HIGH CULTURED reserves the right to amend the terms and conditions in any time without prior notice.

I have read and fully understand: _____ sign & date