

## RETURN FORM

ORDER NUMBER:

DATE:

QTY	PRODUCT CODE (SKU) Check it on your order confirmation or invoice	DESCRIPTION (Product name)	SIZE	REASON CODE	REASONS FOR RETURN
					1. Small size 2. Large size 3. Style 4. Color 5. Quality Unacceptable 6. Damaged 7. Not as described 8. Wrong item 9. Unwanted Item

### RETURN TERMS AND CONDITIONS:

- The return request must be made within **30 days** after receiving your order
- Check our return policy at [help.alohas.io](http://help.alohas.io)
- Items to be returned must be **in perfect condition**
- Packaging must be the original one. If packaging requirements are not met, a 5€ penalty will be deducted from your balance:
  - o Ensure all items are perfectly protected with the original paper or plastic bag
  - o Do not adhere labels or tape to the shoe box
  - o Use a plastic bag to cover the packaging (this is where the return label should be attached)

### HOW TO RETURN:

- Print and complete this form, pop it inside your parcel
- Create your pre-paid label (for free-returns countries only) or ship it yourself. Consult the [step-by-step return procedure](#)
- Print and attach the label to the outside of your parcel
- Drop off your package at the return service associated with the pre-paid label and keep the shipping proof for future reference

You will receive a confirmation email when your return is approved. The whole return process may take **up to 21 full business days** from when the parcel is received.