

ASARA

S W I M

EXCHANGE/RETURN FORM

CUSTOMER DETAILS

FULL NAME:

ORDER NUMBER:

DATE (dd/mm/yyyy):

ADDRESS:

STATE/PROVINCE:

POST CODE:

COUNTRY:

EMAIL:

TELEPHONE:

REASON FOR RETURN

EXCHANGE FOR:

STYLE

SIZE

FAULTY

OTHER DETAILS:

EXCHANGES & RETURNS POLICY

Asara Swim will only accept exchanges for a different style, size or colour. Store credit will only be given for exchanged products that are marked at a lower price compared to the original purchase.

Items that are to be exchanged must not have any signs of wear and must have hygiene sticker still attached. Asara Swim has the right to refuse any exchanges for items that have evidently been worn due to any stains, smell or reattachment of the hygiene sticker.

For items that are deemed faulty by the manufacturer, it is essential for the customer to email us images of exactly where and how the item is faulty prior to sending us the item - images must be sent to returns@asaraswim.com.

Please email returns@asaraswim.com to notify us of your exchange - this must be done prior to the parcel being sent to Asara Swim office.

The parcel must be sent to our office within 7 days of being received otherwise an exchange will not be authorised.

The customer is responsible for covering the shipping cost if wanting to exchange an item (both to and from our office) unless there is a mistake on our behalf in which we will bear the cost when shipping back to the customer.

To avoid any mishaps with the parcel arriving safely to our office, it is vital for the customer to send the parcel with tracking - the tracking number and link must be emailed to us at returns@asaraswim.com once it has been sent.

RETURN TO:

Name: PT. AMC Money Changer
Address: Jalan Uluwatu No. 72, Ungasan
Kuta Selatan, Badung 80364
Bali, Indonesia
Telephone: +62 81238291392