



## **RETURN NOTE**

<b>ORDER DATE:</b>	<b>ORDER NUMBER:</b>
	#

## **WHAT YOU ORDERED**

ITEM CODE	DESCRIPTION	COLOUR	SIZE	QTY	REASON	REMARKS

### **REASON FOR RETURN/EXCHANGE**

1. Discrepancy between image presented on website and actual product received.
2. Accidentally ordered more than one piece of the same design/colour/stone.
3. Product Quality Issue.
4. Sizing and Fit Issue.
5. Would like to change to a different colour/size (Please indicate the new size/colour in the remarks column)

**Please explain in detail the reason for the return in our Remarks Column.**

## **HOW TO RETURN TO US:**

- 1) Print and complete this Return Note, and insert into parcel with returned good(s).
- 2) Pack the item(s) in its original packaging material.
- 3) Return the parcel to us with a trackable mode of postage as QUINTESSENTIAL will not be responsible for any loss mail. Returns are deemed invalid if the parcel does not reach us.
- 4) You will receive an email notification once we receive your parcel.
- 5) Store credits (towards online purchases) will be issued for reasons 1-3.
- 6) Store Credit will be issued within 48 hours upon receiving the item in its original condition.

<For incorrect/defective items, please email us at [sales@quintessential.com.sg](mailto:sales@quintessential.com.sg).>

**! Items can only be returned/exchanged ONCE for store credit refund.**

**! Items made using promotional codes or bought under the 'Sale' section are not eligible for returns/exchanges.**

For more information on our return/exchange policy, visit [www.quintessential.com/pages/returns-exchanges](http://www.quintessential.com/pages/returns-exchanges).

All returned items to be sent to  
**QUINTESSENTIAL LIFESTYLE PTE LTD**  
9 Scotts Road  
#02-01 Pacific Plaza  
Singapore 228210

Tel: +65 6738 4811  
Email: [sales@quintessential.com.sg](mailto:sales@quintessential.com.sg)