

RETURNS / EXCHANGE FORM

(Tracking boxes for Represent staff use only)

Name:

Order Number:

Order Tracking:

Return Tracking:

HOW TO RETURN

Complete this returns form, making sure to fill in the items you would like to return and indicate the reason using the 'return reason codes' found below.

Enclose the returns form in your returning parcel.

For UK customers, please use the supplied DHL shipping label enclosed along with your order.

For International customers, please refer to our terms and conditions page on our website: rockstaroriginal.com/

The return address is located at the top of the returns form.

RETURNS POLICY

Please note that refunds are not allowed. Returned items will be given an in-store credit only, NO EXCEPTIONS. If you are not satisfied with your purchase simply email marketing@rockstaroriginal.com and we will issue you an RMA within 5 business days. Once you receive the form please print it out and include it INSIDE the package.

The RMA is valid for 10 business days, please process immediately.

Upon receiving the package we will process the order; no items will be shipped to out unless a returned package has been received. Return shipping costs are the responsibility of the customer Items may not be returned in stores.

Returns must be in original selling condition, we reserve the right to refuse a return or exchange if the items are damaged. When sending the package for a return or exchange the original invoice should be included in the package as well. For shipping information please contact marketing@rockstaroriginal.com.

Please make sure that all shipped items are trackable, we will not issue returns or exchanges for items we have not received.

RETURNED ITEM/S (Please see reverse for exchanges)

Reason	Item Description	Size	Exchange	Store Credit	Refund

*If faulty please state the issue in as much detail below:

RETURN REASON CODES

- 1 — Doesn't suit me
- 2 — Incorrect item received
- 3 — Not like product image
- 4 — Quality not as expected
- 5 — Too big
- 6 — Too small
- 7 — Faulty* (see fault description box)
- 8 — Arrived too late

STILL NEED HELP?

See our T&C's online. Also, our customer support team are always happy to answer any further questions you may have.
Email: marketing@rockstaroriginal.com
Tel: (323) 278 - 3871

NON RETURNABLE ITEMS

Sale items cannot be returned for a refund. We can only issue an exchange or store credit only.
Headwear or Underwear cannot be returned.

