

TIARA

Thank you for shopping with us! We are sorry that the item(s) you ordered is not suitable.
Please help us by filling up the form and returning it via email.

First Name: _____ Surname: _____ Mobile Phone: # _____

For Exchange Only

Code	Exchange/Returns	Code	Order no	Current Item	Size	New Item to Exchange	Size
T1	Wrong Size						
T2	Incorrect Item						
T3	Did not like						
T4	Did not fit						
T5	Damaged						

For Returns Only

Code	Exchange/Returns	Code	Order no	Current Item	Size	Store credit will be issued in the form of online vouchers that can be redeemed from your next purchase. Vouchers will be valid for 3 months and can be used one-time only. A one-time postage charge of S\$5 will be deducted from your voucher.
T1	Wrong Size					
T2	Incorrect Item					
T3	Did not like					
T4	Did not fit					
T5	Damaged					

Terms and Conditions

- The returned item has to reach us within 14 days from the day it arrives.
- Item(s) approved for exchange and return should be returned with this form via SingPost Registered Mail to this address: **My Mail Box 883971 Singapore 919191**
- Please keep in mind that you are responsible for the return shipping costs.
- Sales and engraved items are NOT returnable or exchangeable.
- Item(s) not returned within 14 working days from date of delivery and without approval or confirmation by Tiara.com.sg will not be entertained.
- Items must be returned in their original condition in padded packaging to prevent damage. This includes any gift boxes, velvet pouches and free gifts. Please ship items in a box or padded envelope. If the item is damaged during delivery you are responsible for filing a claim with the courier.
- The following, but not limited to, products are not applicable for exchange and return due to hygiene purposes: Bracelets, earrings, leather, rope items and engraved items.
- One-time free exchange for the same order if the item(s) sent is incorrect or of the wrong size.
- All pieces within the same order must be consolidated and returned as one, any subsequent returns of the same order made after the first, will not be entertained.
- We reserve the right to reject returns if the item(s) received is in unsuitable condition or incomplete, damaged, worn out, washed, altered, stained, missing tag, pieces, accessories, packaging and box.
- We do not practice cash or credit card refund. If applicable, online vouchers will be issued upon approval.
- Please refer to our exchange and return policy for any updated terms and conditions and more details.

Signature and Date