



Procedures for Returns & Exchanges

1. Take a photo of your defective/incorrect item.
2. Complete the form below.
3. Email both the photo and form to support@raccoonsapparel.com
4. Raccoons Apparel will process the completed form and mail the replacement item(s) out accordingly.

Name:	Contact Number:
Order Date:	Order Number:

Qty	Product Code (SKU)	Description	Reason for Return/Exchange (Please enter 1 or 2) 1. Poor Quality/Faulty 2. Incorrect Item Received

Returns & Exchanges Note

1. All intention to return/exchange items must be communicated to Raccoons Apparel via email within 5 working days from the day of receipt. Sale and promotional items are not eligible for returns and exchanges.
2. Item(s) to be returned/exchanged must be in its original packaging with label intact, unwashed and unworn without any scent. Raccoons Apparel does not accept returns for items that have been worn, damaged, washed and altered in any form.
3. In the event that the replacement item(s) is out of stock, Raccoons Apparel will proceed with refund accordingly.