



## Return/Replacement Form

Krafto is committed to providing the highest level of customer care. We gladly accept return and replacement request merchandise in resalable condition for a refund / replacement within **72 Hours** of receipt. Please refer to this page [www.kraftojodhpur.com/returns](http://www.kraftojodhpur.com/returns) for more information.

The following returns are **not accepted**:

- Over 72 Hours since you received your order.
- Item has been used, altered, washed, or damaged.
- Tags or packaging have been removed.
- Product damaged due to improper packaging in return shipment.
- Missing accessories or attachments.

The package will be rejected and no refund will be issued if the guidelines above are not followed.

**Note:** Customized Products can't be returned as they're made totally different our standard designs.

**Please include the following information in your return shipment.**

### CONTACT INFORMATION – Required Information

Order Number: \_\_\_\_\_ Name: \_\_\_\_\_

Tracking ID: \_\_\_\_\_ Email: \_\_\_\_\_

### ORDER TYPE

Cash on Delivery (COD)

Prepaid

**Items Being Returned** - Please list each item you are returning along with the reason for return using the Reason Codes below.

- |                     |                    |
|---------------------|--------------------|
| 1. Item Name: _____ | Reason Code: _____ |
| 2. Item Name: _____ | Reason Code: _____ |
| 3. Item Name: _____ | Reason Code: _____ |
| 4. Item Name: _____ | Reason Code: _____ |

For additional items, you can mention at the back of this page.

### How do you want this return to be processed?

Exchange/Replace

Refund

Details of new product you want in exchange:

SKU: \_\_\_\_\_ Size: \_\_\_\_\_

### REASON CODES – Required Information

<b>F1</b>	Fit	Too Small	<b>Q3</b>	Quality	Damaged Upon Arrival
<b>F2</b>	Fit	Too Large	<b>G1</b>	General	Not interested anymore
<b>F3</b>	Fit	Ordered Wrong Size	<b>S1</b>	Service	Incorrect Item Was Shipped
<b>Q1</b>	Quality	Color Not What Expected	<b>S2</b>	Service	Arrived Too Late
<b>Q2</b>	Quality	Material/Design Not What Expected	<b>0</b>	Other	(please explain)