

# KLARRA

WWW.KLARRA.COM

## RETURN NOTE

ORDER DATE	ORDER NUMBER

PRODUCT CODE	DESCRIPTION	COLOUR	SIZE	QTY	REASON	REMARKS

### REASON FOR RETURN/EXCHANGE

1. Looks different to the image on site
2. Quality can be improved
3. Size does not fit
4. Design doesn't suit me
5. Would like to change to a different size/colour (\*Please state the new size/colour in the remarks column.)

<For Defects or Incorrect Item received, please email us at [sales@klarra.com](mailto:sales@klarra.com)>

Need to return something? **Items can only be returned/exchanged ONCE for store credit refund.**

Simply fill in the form by following the steps below and send it back to us with the item/s (in their original condition) within 10 working days of receiving them.

1. Fill up the form and indicate the reason code for return.
2. Return/exchange is **not applicable** for sale items, accessories, other online/offline sale promotions and orders using exchanged credits.
3. To exchange for another size/colour, simply indicate in the remarks column and Klarra will proceed to mail them out upon receiving the return items.
4. Store credits will be issued for reason codes indicated 1 – 4.
5. It is very important to enclose this form with your parcel to enable us to process your return within 1 working day.
6. Use the pre-printed label attached to this form and secure it to your parcel. Please note that this label is **NOT** postage paid.
7. Return the parcel to us via a delivery option that allows tracking when you mail it back to us as Klarra will **strictly** not be liable for lost mails. Returns are not valid if the parcel does not reach us.
8. You will receive an email notification once we receive the return parcel.
9. Store credits will be issued within 1 working day only upon receiving the items in its original condition.

For more information on our return policy, visit [www.klarra.com/returns](http://www.klarra.com/returns)



(Please cut along the dotted line)



**TO: KLARRA (ATTN - RETURNS DEPARTMENT)**

ONE PEMIMPIN  
1 PEMIMPIN DRIVE, #07-05  
SINGAPORE 576151

**PLEASE NOTE: THIS IS NOT A PRE-PAID LABEL**