

RETURN FORM

Please read the return policy and contact our team before you return the goods. We accept the returns as long as they are unworn and the labels are attached as original condition within 7 days of receiving your order. Please complete and enclose this form with your returned item(s).

Name Mr / Mrs / Ms _____

Contact Number _____ Email _____

Shipping Address _____

Reason for Return Wrong item / size / colour size / colour exchanges Defective item
 Other: _____

DATE:

d	d	-	m	m	-	y	y
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REMARKS (optional)

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Returns Item(s)

<i>E.g: Item SKU</i> Collar - 132 (BLACK)-XL	Change to	Collar - 132 (WHITE)-M	OR	<input type="checkbox"/> Store Credits
1. Item SKU	→		OR	<input type="checkbox"/> Store Credits
2. Item SKU	→		OR	<input type="checkbox"/> Store Credits
3. Item SKU	→		OR	<input type="checkbox"/> Store Credits
4. Item SKU	→		OR	<input type="checkbox"/> Store Credits

RETURN POLICY FOR ONLINE PURCHASE:
NO CASH REFUND policy shall apply.

TERMS:

- Items must be returned in original condition unaltered, unworn, unwashed and with tags intact within 7 days of receiving your parcel.
- All discounted/sale items are final and cannot be cancelled or returned or exchanged.
- Exchange is strictly subject to stocks availability.
- Customers will not be entitled to an exchange if the items have not been returned in accordance within the relevant returns period from receipt of parcel, therefore we will return the goods to you at your costs and expense.
- The evaluation process may take up to 21 days from when we received the returned item.
- Where the value of the item taken in exchange exceeds the value of the item returned, customer shall pay for the excess; in other cases, no cash refund policy shall apply. (The difference will not be returned if the price of exchange item is lower than the original item.)
- Footwear must be in the original tags attached. Sticker on the shoebox should not be removed or altered in any form.
- For hygienic reasons, we cannot offer exchange for accessories, knitwears, underwears, socks and caps.
- Exchange Policy is granted for one (1) time only for each normal-priced item.
- Both-way shipping charges (return & re-post) for an exchange are to be borne by the customer.
- Customers must send us the clear and complete picture of consignment note & insert the original postage payment receipt before sealing the package.
- Exchange Policy only valid in Malaysia. We cannot offer merchandise exchanges or returns on orders shipped internationally.
- Except for exchange, we only do store credit. It is a code with 3 months validity & only eligible for use in www.highcultured.my.
- Visit the nearest Poslaju/ABX and return it to the following address:
HCLC (M) SDN BHD
NO.12 JALAN TSB 3, TAMAN INDUSTRI SUNGAI BULOH, 47000 SELANGOR, MALAYSIA.
TEL: 03-6143 7338
- To repost back to customer, we only accept customer buy extra package from Poslaju or ABX. Other courier package is not acceptable.
- High Cultured reserves the right to make the final decision on all return cases.

CUSTOMER CHECKLISTS:

- 1. Total Return of item (Qty: _____)
- 2. Original postage receipt must post back to High Cultured
- 3. Return Form
- 4. Consignment Note picture (via email)
- 5. To repost:--
 - Poslaju/ABX package & Consignment Note; OR
 - Online Transfer postage fee (request bank acc no. via email)

INCORRECT / MISSING / FAULTY OF ITEM:

If you believe there is a fault with an item you have received, please email us as soon as you discover the issue to start the return/exchange procedure and we will do our best to resolve the problem. Customer must return the item(s) to us in original condition. A replacement will be send where the item is still available. Under these circumstances, the shipping cost of the replacement where items are missing, or the return shipment where an incorrect or faulty item has been received will be covered by HIGH CULTURED. Customer must send back the original receipt to us. Please email us the complete picture of the consignment note for reference.

NOTES:

Customers are responsible for all the fees involved for returning items within seven (7) days upon notification, failing which you shall be deemed no longer interested in the merchandise, and the same shall be disposed or dealt with in any manner we deem fit, without any liability and/or further reference to you. Return packages remain the responsibility of the customer until it is received by HIGH CULTURED®.

Therefore, it is recommended that the customer takes the necessary precautions by using registered and traceable services when returning the package.

The parcel should be collected within 25 business days after it has successfully arrived at our warehouse. Should no one be available to collect the parcel, the item(s) may be forfeited after the stipulated time given. Therefore, we will not refund any amount that you have spent on your order. Any appeals/complaints will be ignored and no refund shall be applied. HIGH CULTURED reserves the right to amend the terms and conditions in any time without prior notice.

I have read and fully understand: _____ sign & date

OFFICE USE:	1. Received Date:	2. Checked by:	3. Checked Date:	4. *Approved/ *Rejected by :
RECEIVE CHECKLISTS:	<input type="checkbox"/> 1. Return of item (Qty: _____)	<input type="checkbox"/> 3. For return: <input type="checkbox"/> Return Parcel <input type="checkbox"/> Consignment Note picture	<input type="checkbox"/> 4. To repost: <input type="checkbox"/> Poslaju Flyer <input type="checkbox"/> Original Consignment Note	<input type="checkbox"/> Return Form