

RETURN NOTE



Name :
 Bank name and account number:
 Bank code and Branch code :
 (For non UOB, DBS, OCBC bank)

Order ID :
 Order date :
 Email :

Qty	PRODUCT SKU (As stated in your order invoice)	PRODUCT SIZE - COLOUR (Example: M - Grey)	REASONS TO RETURN (Please tick)			I WISH TO ... (Please tick)			
			Incorrect items	Defective items	Dissatisfactions (size not fit, not as expected, etc)	Get refunds	Receive the original/right item (for cases of receiving incorrect or defective items)	Exchange for another item - 1st choice (please indicate product SKU, size and colour)	Exchange for another item- 2nd choice (please indicate product SKU, size and colour)

HOW TO MAKE A SUCCESSFUL RETURN

- Your returned items have to reach us within **10 days** from the invoice date
- Only use insured delivery method with tracking ability when ordering and returning the items
- Ensure you package your return to prevent any damage to the items or boxes. We are not responsible for any items returned to us in error.
- Items must be in their original condition (unworn, unwashed, with the hangtag intact); otherwise they will be pro-rated accordingly.
- Write your address at the back of the envelope, in case of delivery failure
- Send the returned items together with this note to the following address:

Ted's

652C Jurong West Street 61 , #09-412, Singapore 643652

CONTACT US

For further enquiries, feel free to email to enquiry@teds.sg or call/sms our Customer Assistant at 8368 8392 for immediate assistance.

HOW TO MAKE A SUCCESSFUL EXCHANGE

- For each item in an order, you are allowed to return and exchange one time only
- For every returned item, please indicate your two items you wish to exchange for in the return note. Upon successful return claim, if your first-choice item is out of stock, we will ship out the second-choice. If both are out of stock, we will certainly offer a direct refund.
- To receive updates on the restocked items, become a fan on our [facebook page](#) by clicking the "like" button.

OTHER POLICIES

- Delivery and handling charges will not be reimbursed.
- The goods are your responsibility until they reach us at the above address.
- On successful return and refund case, we will transfer to your bank account the amount of your returned item at time of purchase.