

# RETURNS FORM

It is important that you fill out all of the information as thoroughly as possible to ensure that your garment can be assessed quickly and efficiently.



Date: \_\_\_/\_\_\_/\_\_\_ Babu Order # \_\_\_\_\_

Customer Name \_\_\_\_\_

Email: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Phone: ( \_\_\_ ) \_\_\_\_\_ Date of Purchase: \_\_\_/\_\_\_/\_\_\_

Please indicate the fault on a drawing below and state whether front or back of garment

## ITEM(S) TO BE RETURNED

Explanation of reason for returning (ie: where/what the fault is) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

How many times has item been worn  washed

What sort of fabric wash was used? \_\_\_\_\_ Wash cycle used? \_\_\_\_\_

Item Description	Desired action (please circle)	Reason code (as below)
	Replace    Refund    Exchange    Store Credit	
	Replace    Refund    Exchange    Store Credit	
Replace with	Colour	Size

### Reason Codes:

**AD** (Arrived damaged)      **CM** (Changed mind)      **DM** (Defective merchandise)      **DS** (Duplicate shipment)  
**WO** (Wrong item ordered)      **WS** (Wrong item shipped)      **OT** (Other)

If you have changed your mind and are requesting a different item with a price difference, please put your credit card details below so we can process the difference in cost and/or freight charge. You will be charged freight if you've changed your mind or you may send a self-addressed return bag for us to send you the replacement. PLEASE PRINT CLEARLY

Name on card	Card number	Expiry	Security code (3-digit)	Signature

Please return item(s) along with this form to **Jubi Ltd, PO Box 90241, AMSC, Auckland, New Zealand, or Unit 3, 2 Westech Place, Glen Eden**. Jubi Limited will pay the shipping for order inaccuracies and defective merchandise, provided that the damage was not caused by the customer. Any other returns the shipping is the responsibility of the customer. Once the garment is assessed we will contact you.

### TERMS AND CONDITIONS

You may return any item for a refund or exchange, within 21 days of receiving your order. The item(s) must be unused and in resalable condition, as determined by Jubi Limited (this does not include items that have been washed in any way, dried in a dryer, damaged or stained).

Refunds are issued by credit card within 2-5 business days of receiving your return.

Jubi Limited do offer a six month manufacturers warranty on their products. If you believe your item to have a manufacturing fault and it is within the six month period from the purchase date please return for an assessment as soon as the fault is noticed, along with proof of purchase and completed returns form.

OFFICE USE	Name:	Assessment:	Details:	Date: