

# OHH SOME DISTRIBUTION

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## WARRANTY / RETURN / EXCHANGE FORM

Purchase Date:	Order Number:	Invoice Number:
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Quantity	Color	Item Name	Reason Code

**\*Reason Codes:**

- |                    |                        |
|--------------------|------------------------|
| 1 – Wrong Item     | 6 – Exchange           |
| 2 – Wrong Model    | 7 – Poor Quality       |
| 3 – Wrong Color    | 8 – Unsatisfied        |
| 4 – Defective      | 9 – Below Expectations |
| 5 – Warranty Claim | 10 – Wrongly Purchased |

**\*For reason code (6), please provide the details of item that you want to exchange to:**

Item Name	Quantity	Color	Price

**\*Do tell us more on how we can assist you better, with any special request or remarks that needs our attention.**

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### RETURNS & EXCHANGES T&Cs:

- Item(s) to be return / exchange must returned with its **purchase receipt, original condition, unaltered and full packaging**. Ineligible items will be shipped back to you, and you will have to bear the cost of shipping.
- Item(s) must be shipped back to us within **7 (seven) days** of purchase.
- **Not applicable** to exchange for **CLEARANCE SALE / SPECIAL PROMO** items.
- Colors may vary across screens, and measurements are approximate, although we try to ensure accuracy in both. We reserve the right to refuse orders, and to make amendments to product information and prices without prior notice.
- Buyers hold full responsibility until the parcel reach us. We recommend using courier services with tracking numbers so as to minimize the risk of loss parcel.
- Buyers are **responsible for the return & exchange postage costs** that incurred to us for the new exchanged item unless we sent the wrong or defective product to you.
- We are unable to exchange your item if your merchandise is found to be dirty, stained, damaged or abused.
- For buyers that not satisfied with the product quality/performance itself neither defective, a minimum of 10% transaction fees charged are non-refundable.
- For any exchange request for other models, colors or items, we cannot 100% guarantee the availability of the item for which you intend to exchange.
- All return / exchange request will be processed within **3 working days** upon receipt of returned items.