

Returns Form

Order Date:

Order Number:

Product / SKU:	Quantity:	Return Code:	Return Code Valid Reasons:
			1. Original Defects
			2. Big Obvious Stains
			3. Wrong Size from order
			4. Wrong Design from order

* Shipping fee/ Exchange shipping fee/ Returns shipping fee - to be borne by buyer.

* Unless for original defected / big stained/ wrong size/ wrong design (returns shipping fee) - to be borne by Olio Folio Boutique

Return Something?

- Items must be in their original condition with their price tags intact.
- All return items must be in their original condition, unwashed and unworn with the tag intact should it come with it. Items which do not fulfill these criteria will be rejected duly.
- Orders made during promotional period or with promotional codes, store credits, sale items, accessories, bags and shoes, are not allowed for returns.
- You are required to seek for our confirmation prior to returning your order. Proof of defect must be verified by us.
- All returns must be mailed back via traceable mode of posting (registered post/ courier) and must reach us within 5 days for local orders or 12 days for international orders, from the purchase date. We are not be liable for the lost returns that are not mailed back via a track-able source. The return will not be valid if we do not receive your parcel.
- The item is your responsibility until it reaches us. For your own protection, we recommend that you send the parcel using a delivery service that insures you for the value of the goods. Please keep the tracking code with you in case we shall need them for reference.
- All returns must be sent back with the filled **Return Form print out** and **a copy of your invoice slip**.
- We reserve the rights to reject any returns with no Return Form / invoice slip enclosed, no confirmation of returns or does not meet the returns requirement.

Invalid Reasons

Below are examples of invalid reasons not applicable for returns and exchanges.

- Item does not fit
- Do not like the item
- Quality not up to expectation
- Slight colour deviation from product photos; colour variation by 20% of shade may occur due to lighting differences
- slight design variation from product photos, e.g. print patterns and arrangements, lace arrangements,etc .
- Slight size difference between the range of 3-4 cm.
- Minor imperfections that do not change the overall design of the item. Eg. Loose threads, small dots on light coloured items, crease marks etc.
- Self inflicted damage, torn fabrics or cuts
- Customers subjective opinions on product quality and preferences.

Return your items to:

Olio Folio Boutique
10-2 Jalan PJU 5/10 Dataran Sunway
Kota Damansara 47810
Petaling Jaya, Selangor
Malaysia

Need more assistance?

Visit our website for store policy
www.olio-folio.com
Email: shopoliofolio@gmail.com