

Product Warranty Form.



Please tell us if you would like an exchange by filling out the mandatory information below.



Pack your return parcel well with appropriate packaging material – you can even use the original packaging.



Don't forget to include this form in your return parcel.

Prev Order No: New Order No:

Name. :

Address :

.....

Email :

Tel No :

QTY	ITEM	REASON CODE	REASON FOR EXCHANGE
			A. WRONG ITEM RECEIVED B. COLOR INCORRECT C. DUPLICATE ORDER D. FAULTY/DAMAGED ITEM E. OTHER (PLEASE SPECIFY)

Comment :

.....

Please make sure you have read and understood our return policy before you make a return.

Please Note: Failure to provide the required information may cause delays in processing your return.

This returns policy does not affect your statutory rights. Please ensure you return the goods in their original condition **within 14 days** of them arriving with you. The returned goods are your responsibility until they are delivered to our returns department.

Fifarasol Exclusive Returns Policy

If you are not completely satisfied with your purchase, simply return the item(s) to us in their original condition *within 14 days from the day you receive the item(s). Items should wherever possible be returned in their original (or similarly robust) packaging with a completed Product Warranty Form (*Please take note, we do not provide refund*).

If you require a different item you will need to place a new order online and return the original item back to us. If you require a different size or colour of the same item, please return the item including a completed Product Warranty Form requesting the different size/colour and we will do our best to get one out to you upon receipt. However, shipping cost shall be borne by customers. If the new size/colour is unavailable we will inform you through our Customer Relationship team for you to opt another option.

Please return items to:

Fifarasol Exclusive
G-23, Saville Kajang, Jalan Reko,
43000 Kajang, Selangor.
019-3009502

Please allow 7-10 working days from receipt of a return for us to process an exchange.

Faulty or incorrect items sent

We are really sorry and will make it up to you in any possible ways. If the item you received is faulty or not what you originally ordered, please complete the Product Warranty Form and return to the address stated (shipping cost for any faulty or incorrect items will be borne by us).

Please provide us with the following details:

- Order ID
- The matter of the issue (defective/faulty)
- Pictures or videos, whichever applicable
- Complete Product Warranty Form

Customer receives incomplete order

Regrettably mistakes can happen. In the event you received your order but some item(s) was found missing, please first check your confirmation email to find out the missing item(s). Thereafter, if the item is listed but not present, please contact us through our official business number quoting your order number and stating the missing item and we will process the remaining item to be delivered to you. The shipping cost will be borne by us.

Return postage

Please complete the Product Warranty Form and send returning items in a safe and securely packaged box or bag at your local post office, with the completed form. Please note the product is your responsibility until it is received and signed for by us.

For more information about returning items to us, please contact us through our official business number (019-3009502) or email us at fifa.rasol@yahoo.com

* When trying on items of clothing, please ensure that you are not wearing make-up, perfume/aftershave or deodorant which may leave a scent or marks on the item. We will be unable to accept the return of any item where there is evidence that these instructions have not been followed.