

# SHANA

## RETURN & EXCHANGE FORM

### Instructions:

1. Please fill out this form completely to process your return/exchange.
2. Before proceeding, kindly refer to our return/ exchange policy for guidelines in <https://shana-shana.com/returns-exchanges-policy/>
3. Clearly state the reason for return/exchange for each item.
4. Ensure all relevant details are provided to expedite the process.
5. Pack the items securely along with this form for shipping.

### Customer Information:

Name : \_\_\_\_\_

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

Phone : \_\_\_\_\_

Order ID	Product Name	Reason for Return/Exchange

### Additional Comments/Instructions:

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### Return Terms and Conditions

- Exchange or return requests are only accepted for **damaged, faulty, or incorrect items** received for order(s) placed on Shana. **Customers are responsible for return shipping costs.** Our liability begins upon the item's arrival at our office for approval. Once the product is received and approved for exchange/return, Shana covers the return and replacement postage for these items.
- Only approved returns/exchanges via email will be processed.
- Submit return/exchange requests to [hello-shana@hotmail.com](mailto:hello-shana@hotmail.com); expect a response within 2-3 working days.
- Recommended shipping: Use J&T courier service or a reputable courier.
- Refunds and return postal charges will be reimbursed in the form of store credit.
- Exchanges is subjected to availability of colours and sizes; change of different designs are not allowed.
- Items must be returned within seven (7) working days from the received date.
- Returning items must be unworn, unwashed, unaltered, with Shana tags and packaging intact.
- Processing time for accepted returns: Up to seven (7) working days.