

# astral BOX

customerservice@astralbox.com

EXCHANGE AND RETURN FORM

**STEP 1** - Please fill out the information below.

Client Number
Order Number

**BILLING INFORMATION:**

Name		
Address		
City	State/Prov.	ZIP
E-mail		
Telephone : Daytime	Evening	

**SHIP TO ADDRESS:** (if different from Client Billing Information)

Name		
Address		
City	State/Prov.	ZIP
E-mail		
Telephone : Daytime	Evening	

**STEP 2** - How would you like us to handle your request?

Shipping and handling fees are not refundable.

- Exchange item (Please fill out reorder section below)
- Refund/Credit

**STEP 4** - Please place your reorder here.

Qty.	Cat. Code	Item Number (1 <sup>st</sup> Choice)	Item Number (2 <sup>nd</sup> Choice)	Size	Description	Price Each	Total
1	TH	RR000001	RR000002	8	EXAMPLE	\$0.99	\$0.99

**STEP 3** - List item(s) you are returning, including reason. (Refer to chart below.)

Qty	Cat. Code	Item Number	Color	Size	Description	Reason
1	HH	RR00000	red	7	EXAMPLE	42

Service	Quality	Other
01 - Wrong item shipped	08 - Wrong size	15 - Changed minds
02 - Late arrival	09 - Item not as pictured	16 - Gift-do not want
03 - Duplicate shipment	10 - Do not like fabric	17 - Reason not listed
04 - Had canceled merchandise	11 - Do not like color	
05 - Excessive Fading	12 - Do not like style	
06 - Excessive Shrinkage	13 - Workmanship	
07 - Durability	14 - Defective	

Please check here if you would like to include additional comments. You may list your comments on the back of this form.

**STEP 5**

Enclose this form along with the merchandise in a secure package. Attach the Return Label to the outside and return through any international shipper or by insured mail. Please allow 30 days for us to receive your return and process your request.

**METHOD OF PAYMENT:** All prices stated in US dollars. Please include credit card number and expiration date with credit card orders.

- Charge to my (check one):
- PayPal Account       MasterCard       American Express
- Discover       Visa       JCB

- PLEASE CUT ALONG DOTTED LINE -

**RETURN LABEL**

**OL.COM.HK Limited**

**ATTN: RETURNS PROCESSING**

**4<sup>th</sup>-626 King's Road**

**North Point**

**Hong Kong**

CARRIER WILL NOT RETURN WITHOUT RETURN POSTAGE.

Credit Card Number \_\_\_\_\_

Expiration Date \_\_\_\_\_

Signature \_\_\_\_\_

**NOTE:** Additional merchandise ordered may qualify for additional special offer or require additional shipping and handling charges. If no method of payment is provided, the original credit card will be charged for any balance due. A full accounting will be included with your merchandise when it is shipped. If you have any questions about your return, please email us at customerservice@astralbox.com.

We will gladly issue a refund, credit or exchange for the value of the merchandise returned within 30 days of purchase. If you find you need to return merchandise after 30 days, we will issue a merchandise certificate for the value of the merchandise. Special offers may be subject to reduction by a return/exchange or cancellation.