



EXCHANGE FORM

Please fill in this form in **BLOCK LETTERS** and include it in the parcel with your items to be returned.

ORDER NO. : _____ DATE RECEIVED : _____

NAME: _____ CONTACT NO. : _____

ADDRESS: _____

UNIT NO.: _____ POSTAL CODE: _____



Turn Garment Inside Out
Machine Wash Cold
No Bleach Or Fabric Softener
Tumble Dry On Low
Or Hang Dry Immediately
Do Not Iron Over Design
Do Not Soak

ITEM DESCRIPTION (refer to invoice)	FROM SIZE	TO SIZE	QUANTITY	REASON 1) Size Does Not Fit 2) Wrong/Defective Item

EXCHANGE POLICY:

- We only allow **A ONE-TIME EXCHANGE** for the **SAME ITEM** to a different size within **14 days of receiving the order**. Exchange of items for different products is strictly not allowed.
Shipping cost WILL NOT be reimbursed.
- Kindly ensure that item(s) stated above remains in its original condition and packaging (unwashed, unworn, and unstained). **No replacement will be made for defects caused by rough handling or normal wear and tear.**
Asencio reserve the rights to reject returns that do not comply.
- Do allow up to 7 working days for your parcel (especially if you use SingPost) to reach us. Once we receive your parcel, we will arrange to ship out the exchange items by the next working day.
- If you do not hear from us, please email us with your order number, postage/courier tracking number and item description. *Asencio WILL NOT take certificate of posting/photographs/receipts as proof of posting due to increased fraudulent abuse. Customers will bear the risk of lost mail by using non-trackable mail.*
- What if I received a wrong/defective item?** Please email us with your order number, item description and photos for us to assist you with the replacement. We will arrange a courier pick up for the incorrect/faulty items. The replacement items will only be dispatched out after we receive and check your items.

My First Skool	myfirstskool@asencio.com.sg
MY World Preschool	myworld@asencio.com.sg
Primary/Secondary Schools	uniforms@asencio.com.sg

- Alternatively, you may drop by our showroom outlet to do an exchange on the spot. Please bring along this exchange form. We are open on Mondays to Fridays from 9:00 to 17:00 and Saturdays from 09:00 to 13:00. Closed on Sundays, Eve of Public Holidays and Public Holidays.

Cut and paste this label on parcel.

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