

# COMPLETE THIS FORM & BE SURE TO INCLUDE IT WITH YOUR RETURN

## RETURN POLICY

- We accept returns for refund within 5 calendar days from the date you receive your order.
- We accept returns for an online credit for non-final sale items up to 10 calendar days from the date you place your order.
- Items marked with Final Sale cannot be returned, refunded or exchanged. For any questions, please contact our amazing team at [wecarehanatajuddin@gmail.com](mailto:wecarehanatajuddin@gmail.com)
- Items purchased with a coupon code of 20% off or more are returnable for online credits only
- Returns must be issued as credit to the original form of payment. If this is not possible, returns will be issued in the form of store credit.
- If any returns do not meet these requirements, you will be contacted and the items returned to you. We reserve the right to refuse a refund if the items have any signs of wear, alteration, misuse or damage.

## TO MAKE A RETURN

- Please refer to the Return Policy above and online to ensure that your return meets the criteria stated.
- Complete the return form on this page and include it inside all boxes you are returning.
- Securely repackage your items in the package you received them in.
- Enclose a copy of the receipt and completed RETURN FORM.
- Please note that shipping and handling charges are not refundable. The cost of the return shipping depending on weight of the item will be deducted from your refund or store credit. Return shipping costs are currently not reimbursed by HanaTajuddin

HanaTajuddin Returns Dept.  
Order ID No #\_\_\_\_  
C-23-01 Jln Serai Wangi L/16L Alam Avenue 2  
Alam Avenue 2, Seksyen 16  
40200 Shah Alam  
Selangor.

## REFUNDS & PROCESSING TIME

If your package arrives at HanaTajuddin Returns Department within the 3-day timeline specified above, your refund will be processed in the original form of payment within one weeks from the date we receive the item(s). You will be notified via email to the address listed on your account when this transaction took place. Your banking institution may require additional days to process and post this transaction to your account once they have received the information from HanaTajuddin

## QUESTIONS/CONCERNS/VIRTUAL HUGS/COOKIES?

If you believe that you have received DEFECTIVE merchandise or that we shipped incorrect merchandise, or if you have any questions, concerns or just want to tell us how much you love us, please contact our warehouse immediately at [wecarehanatajuddin@gmail.com](mailto:wecarehanatajuddin@gmail.com) or call us at 03-55240841 between the hours of 9.00am-6.00pm Monday-Friday

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ORDER Number (s) : \_\_\_\_\_

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

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

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

Product Name	QTY	Return Reason	Size	Price	Did you use a coupon?

## Return Reason Code

- |                       |                 |             |
|-----------------------|-----------------|-------------|
| 1- Defective          | 4- Changed Mind | 7- Poor Fit |
| 2- Wrong Size         | 5- Too large    | 8 - Other   |
| 3- Wrong Item Shipped | 6- Too Small    |             |

Online Credit (Eligible if your Return is Postmarked 10 from original date of order).

Refund (Eligible if your Return is Postmarked 1 to 3 days from original date of order)

Refund into Online Credit. \* If you choose to receive an online credit rather than a refund, we will include an additional RM5 in Ringgit Malaysia once your online credit has been processed  
Eligible if your Return is Postmarked 1 to 3 days from original date of order.  
Minimum original order of RM69 to receive bonus credit)

Comments/Explanations:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

FOR INTERNAL USE ONLY

T:

R:

NOTES:

## \*USEFUL RETURN TIPS\*

Damaged items should be reported to customer service immediately (before returning package) to ensure your refund or exchange is properly processed.

**\*Thank you so much for shopping with us and we hope you love what you got. If you didn't, let us help you figure out how to make that happen! We want you to feel AWESOME wearing your new outfit!**