



EXCHANGE FORM

CARE INSTRUCTIONS:

DO:

- ✓ wash with similar colors & turned inside-out
 - ✓ machine wash cold
 - ✓ tumble dry at low heat
 - ✓ iron inside-out at low temperature
- ✓ fully dry before keeping into your cupboard
- ✓ insert hanger from bottom of t-shirt to prevent overstretching while hung to dry

DO NOT:

- ✗ soak the uniforms
- ✗ use bleach nor fabric softeners
- ✗ pile clothes while damp

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

NAME: _____

ORDER NO.: _____ CONTACT NO.: _____

ADDRESS: _____ UNIT NO.: _____

POSTAL CODE: _____ SCHOOL NAME: _____

PRODUCT DESCRIPTION (refer to invoice)	FROM SIZE	EXCHANGE TO SIZE	QUANTITY	EXCHANGE REASON (1) Size does not fit (2) Wrong item sent (3) Defective item	FOR OFFICIAL USE ONLY

EXCHANGE POLICY:

- Each invoice number can only be **exchanged ONCE**, strictly within 7 working days from the date you received your order.
- 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.**
 - For return due to ill-fitting reasons: Item(s) will be exchanged 1-for-1. Shipping cost WILL NOT be reimbursed.
 - For return due to incorrect/defective items received: send an email with photo of items received to the respective email address below and the correct item will be sent to you with a reply paid envelope which you can drop it at any Singpost posting box:

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

- Do note that trackable postage is strongly recommended. 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.
- Do allow up to 7 working days for your parcel to reach us. Upon receiving your parcel, we will mail out the exchanged items to you within 3 working days. If you do not hear from us after 10 working days from date of posting of your parcel, please email us with your invoice number and details.
- Alternatively, you may drop by our showroom to do an exchange on the spot. Please bring along the items to be exchanged and this exchange form. We are open on weekdays between 9am-5.00pm and Saturdays between 9am-1.30pm. Closed on Sundays, eve of public holidays and public holidays.

Cut and paste this label on parcel.

**ASENCIO PTE LTD
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KEWALRAM HILLVIEW
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