

SIMONE IRANI

EXCHANGES & RETURNS FORM

THIS FORM MUST BE SENT BACK TO SIMONE IRANI WITH ANY EXCHANGED OR RETURNED ITEM(S).

If you wish to exchange one item and return another, you will need to check both boxes on this form and follow the process separately for each item you are exchanging/returning.

To exchange or return an item, locate your order number on the invoice provided when you received your items. Alternatively, you may find your order number in your email confirmation or via your account at SimoneIrani.com.

1. Your name

2. Your e-mail

☐

I WISH TO EXCHANGE MY ITEM(S):

Simone Irani only accepts exchanges for the same item or an item of equivalent or lower value than the original purchase. If you wish to exchange your purchase for an item with a higher value, please use the return section [below]. You will then receive store credit and will need to place a new order for your replacement item (please see overleaf for more details).

TO EXCHANGE AN ITEM:

1. Your order number and
your returned item number(s)

2. New item request
(Name, color, size & item #)

☐

I AM RETURNING MY ITEM(S) FOR STORE CREDIT:

Simone Irani only accepts returns for store credit. Credit will be in US Dollars and will be added to your account at SimoneIrani.com within 2-3 business days of receiving your returned item.

TO RETURN AN ITEM:

1. Your order number

2. Your returned item
number(s)

Item 1 #:

- ☐ Item to return only
☐ Return for exchange (higher value)

Item 2 #:

- ☐ Item to return only
☐ Return for exchange (higher value)

3. Reason for return?

-----CONTINUED OVERLEAF-----

PLEASE SEND YOUR ITEM(S) TO EXCHANGE OR RETURN TOGETHER WITH THIS FORM BY COURIER OR REGISTERED MAIL TO:

Simone Irani Online
501 Bukit Timah Road
#02-17 Cluny Court
Singapore, 259760

IMPORTANT INFORMATION

Items must be exchanged or returned within 14 days from the date of receipt. Items returned outside this period will not be accepted. Items must be in original condition, must not have been worn, altered or washed, and all tags must remain in place. We strongly suggest all items are tried on as soon as they are received.

Purchases made online can be exchanged or returned at the Simone Irani Cluny Court boutique in Singapore (at the above address). Exchanges made at the store may only be replaced with goods available online.

Please allow 2-3 working days after receipt of shipped goods for exchanges or returns to be processed.

RETURNS:

We will contact you by email once your return has been processed and your account at SimoneIrani.com has been credited with the value of your returned item(s).

EXCHANGES FOR GOODS OF THE SAME OR LOWER VALUE:

We will contact you by email once your exchange has been approved, confirming that your replacement item(s) have been shipped to you and that any remaining balance has been credited to your account at SimoneIrani.com.

EXCHANGES FOR GOODS OF HIGHER VALUE:

Please mark this as a return by using the returns section of this form. We will contact you by email once the exchange has been approved, confirming that your account at SimoneIrani.com has been credited, and asking you to place a new order for your preferred item(s).

DAMAGED OR FAULTY GOODS:

Where the reason for exchange/return is damaged or faulty goods, please send us an image of the item(s) to orders@simoneirani.com for pre-approval before you ship your products to us. Once approved, we will arrange a courier to pick up the goods at our expense. The cost of shipping replacement items to the customer will be borne by Simone Irani.

SHIPPING COSTS

The cost of shipping returned items to our online store is to be borne by the customer (unless goods are damaged or faulty). For exchanges, Simone Irani will bear the cost of sending your new item(s) to you.

STORE CREDIT

Please note that store credit at SimoneIrani.com is denominated in US Dollars.

For more information or assistance, please e-mail us at orders@simoneirani.com.