

K A I

We might be unable to identify your return and therefore unable to process it, if this form is not filled with your correct details.

Name:

Order Number:

Date Ordered:

Refund or Exchange?

Size or colour you would like to exchange for?

Returns

| Item Name/Size | Reason Code | Any Notes? |
|----------------|-------------|------------|
| | | |
| | | |
| | | |

1. Too small

2. Too big

3. Item is damaged

4. Not for me

How To Return

Please send items you would like to return to:

Kai Collective

Office 11

Big Yellow Finchley North

447 High Road

London

N12 0AF

United Kingdom

- We advise that you use a tracked delivery service. For international returns, please ensure that you pay for all customs duties and taxes. Any returned items (at your own cost) with outstanding duties/tax charges may be held at customs. We will not cover these charges and you will need to contact your courier to resolve this. **For international orders, please ensure you mark your returned parcel as RETURNED GOODS with the country of origin marked as UK.**
- If we incur any fees, they will be deducted from your refund amount/additional amount will have to be paid in the case of exchanges. Your local tracked shipping service is typically most affordable. **For US returns, we advise that you use USPS. For Canada, Canada Post. Please do NOT use Fedex** as they add surcharges without prior notice. We also advise against using DHL, TNT, UPS.
- Please note that all items must be received in their original Ziploc packaging unworn, unwashed and unaltered with tags attached.
- Customers can exchange an item for an alternative size or colour only. If you would like a different item, please follow instructions for a refund and place a new order. Exchanged items will be dispatched to you at no additional cost.
- **Please allow 5-10 working days from when we receive your items, for your refund to be processed.**
- If you receive a damaged item, please contact us immediately at help@kaicollective.com.
- Please note that all returned items must be received at our warehouse within 14 days of you receiving your order.
- We are unable to take responsibility for items that we do not receive.