

ORDER DATE	ORDER NUMBER

NEED TO RETURN OR EXCHANGE SOMETHING?

Items can be returned in their original condition within 10 days from the date your parcel has been dispatched out for delivery to you. Terms & Conditions apply.

MODPARADE

STYLE NUMBER	ITEM NAME	SIZE	QTY	RETURN CODE	REASON FOR RETURN CODE
					1. It has arrived too late.
					2. It is defected when I received it
					3. Size does not fit me.
					4. Does not suit me well.
					5. I received an incorrect item.
					6. Parcel damaged on arrival.

Visit <http://www.modparade.com/customer-care> for more information about our return & exchange policy.

PROCEDURE

- > You are required to notify us via email at sales@modparade.com to check if the item is valid for return. The return address will also be given to you once your return request has been approved.
- > Fill up the form and pop it into your parcel when returning it to us.
- > Please mail the item back to us in a traceable form of delivery (Registered Postage OR Courier). Returned packages via Smartpac will be rejected with effect from 13th March 2018.
- > Upon receiving your returned item, a 60 day credit note will be issued to you within 7 working days. Strictly no extension is allowed.
- > For items that are defective, please kindly drop us an email at sales@modparade.com before returning the item back to us.

TERMS & CONDITIONS

- > Returns & exchange policy is not valid for Accessories & Lifestyle items.
- > All returned items must reach us within 10 days from the date your parcel has been dispatched out for delivery.
- > All returned items must be in its original condition, unworn, unwashed & unaltered.
- > Returned items that do not meet the above mentioned conditions will be declined.
- > If you are returning your items via postage, please mail it via a trackable form of postage (Registered Postage OR Courier) as we are not liable for any lost parcels.
- > We will not process your return if we do not receive your parcel.
- > All returned items postage are being borned by the customer fully.
- > Parcels received after the due date for returns will be rejected all at cost.
- > For all rejected returns, customers will have to arrange their own mode of collection at own cost.