

RETURNS FORM



PERSONAL INFORMATION:

Date: _____
Name: _____
Email: _____

Order number: _____
Telephone: _____
Country: _____

ITEMS I AM RETURNING:

- ☐ I am returning all of my original order
☐ I am returning the items below

Quantity	Description	Product code
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

REASON FOR RETURN:

- ☐ Change of mind
☐ Damaged
☐ Other (please state) _____

ACTIONS:

1. Contact Paper-Roses at orders@paperrosesdesigns.com to let us know which items you will be returning (please make sure you include your order number in the email¹)
2. Complete Paper-Roses returns form
3. Attach a copy of your online invoice as proof of purchase
4. Carefully repackage your items with the returns form and send to:
Paper-Roses
PO Box 7381
GENERAL POST OFFICE
HONG KONG

Once your order has been returned to us we will refund your payment (excluding shipping charges^{2,3}) using your original payment method.

¹ If you are returning damaged items please include a photograph showing the damage in the email you send us. And let us know if you would like a refund or replacement.

² This does not apply to damaged goods. If we ask you to return damaged goods to us we will refund shipping charges. Please see our website for details.

³ If you choose to return an item to us you are doing so of your own accord. Paper-Roses does not reimburse the cost of return shipping. This does not apply to the return of damaged goods. Please see our website for details.