

# SEAFOLLY

THANK YOU FOR YOUR SEAFOLLY ORDER!  
WE WANT YOU TO LOVE YOUR SEAFOLLY PIECES AS MUCH AS WE DO,  
SO WE HAPPILY ACCEPT CHANGE OF MIND RETURNS AND SIZE EXCHANGES.

PLEASE TICK:  RETURN  EXCHANGE

## HOW TO RETURN

Returning product/s to our online store couldn't be easier!

### 1. Print and complete this Returns Form

This goes inside the parcel with your items

### 2. UPS PORTAL to generate you Return Label

<https://thinclient.shipexec.com/Account/Login?ReturnUrl=%2F>

Enter the corresponding login details:

Username: us@seafolly.com Password: Seafolly00\*\*\*

At the top left corner click on Shipping > Shipping and Rating

Set a pick up request.

Then, fill the SHIP FROM, SHIPMENT INFORMATION and REFERENCE tabs.

Print the label and stick it safely on the Parcel/Satchel, ensuring you keep note of the tracking number.

*If you wish to exchange the items for an alternate size, please complete the Exchange table and we will dispatch the alternate size as soon as your return is received at our warehouse.*

<b>ORDER NUMBER</b>		<b>NAME</b>	
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## RETURNING

STYLE CODE	STYLE NAME	SIZE	COLOUR

## RETURN REASON *Please circle one*

1A. Too Big

1B. Too Small

2. Style Doesn't Suit

3. Looks Different to Online

4. Purchased Multiple Sizes

5. Arrived Late

6. Faulty (please describe below)

IF FAULTY: \_\_\_\_\_

## EXCHANGE FOR *Please note we only offer exchanges for an alternate size of the same style*

STYLE CODE	STYLE NAME	SIZE	COLOUR

All refunds and exchanges can take up to five business days to be processed once the items are received back into our warehouse. During busy periods it can take longer for returns to be processed. If you require further information, please contact our Customer Care team.

**United States:** usaonline@seafolly.com.au or **855 732 3655** between 3.30pm – 12am PDT Sunday to Thursday.

**Singapore:** shop@seafolly.com.au or **+61 2 9291 8309** between 6.30am – 3pm SGT Monday to Friday.