

# Refund policy

Once a purchase is made, any kind of refund will be on a **Gift Card** basis with a one-year expiration date on the returns Gift Card.

We have a **7-day** return policy, which means you have 7 days after receiving your item to request a return. To be eligible for a return:

- All items must be returned in unworn & unwashed condition with TAGS ATTACHED
- Clearance items, lingerie and items with "NON-RETURN" remark CANNOT be returned. We will are no responsible for return shipping cost.
- You may return via courier service, or walk-in to our boutique to drop off the merchandise during operation hours. You are allowed directly exchange in-store for a same or higher value item (top up the price difference)
- No monetary refunds will be made
- Returns must be done within 7 working days of receiving your order along with the RETURN FORM. The form must be read carefully and filled in accordingly
- If you do not comply to our policy, we reserve the right to charge a penalty fee
- We reserve the right to not process or take any actions on parcels that are unreasonably overdue (more than 7 days) without prior acknowledgement

## OVERDUE RETURN

We reserve the right to charge a 20% penalty fee for overdue return. Any merchandise that are returned after a month without proper arrangements with our admin will not be processed.

## RETURN / EXCHANGE

- Once we receive your return parcel, we will refund you in a **Gift Card** for you to make a new purchase of the items that you want.
- Original shipping cost will not be refunded. Also, buyer will bear the cost of shipping back the item to us.
- Shipping fees will still apply if the re-purchase order didn't meet the minimum free shipping criteria, but you can purchase along with other item(s) to make the order amount meets the minimum free shipping criteria.
- Direct exchanges can be done in our physical store with the same value or higher value item(s) (top up) available in the store.
- However, we are unable to do any direct exchanges online. You may ship the item back to us first.

## DAMAGES / DEFECT / FAULTY

- If the item you receive has a defect, kindly take a picture of the item showing the defect, and email it to [info@forsythcarousel.com](mailto:info@forsythcarousel.com)
- We will assist you from there - depending on what kind of defect it is
- Untrimmed threads, minor stains (washable), loose buttons, and color differences will not be considered as defects. You may still return it to us under the reason of "Not Satisfied" as a normal return for store credits.
- Quality is something very subjective, and we reserve the right to finalize the level of defect

## WRONG DELIVERY

- If the item you receive is not what you ordered, kindly inform us by emailing [info@forsythcarousel.com](mailto:info@forsythcarousel.com)
- We will assist you from there, providing you with the best solution and compensation (if any).

## OUT OF STOCK

- if this happened, our customer service will contact you for a full refund in **the same form of payment you used** or exchange with any other same-price item on the website.