

# MKI MIYUKI ZOKU

**ORDER NO:**

**CUSTOMER NAME:**

SHOULD YOU WISH TO MAKE A RETURN OR AN EXCHANGE, PLEASE SEND YOUR ITEM(S) BACK TO THE RETURNS ADDRESS ALONG WITH THIS COMPLETED RETURNS FORM. PLEASE MAKE SURE ALL INFORMATION IS FILLED OUT CLEARLY.

PLEASE TICK "REFUND" OR FILL OUT THE DETAILS OF THE EXCHANGE ITEM YOU REQUIRE.

FOR ANY FURTHER ENQUIRIES, PLEASE CONTACT [INFO@MKISTORE.COM](mailto:info@mkistore.com) / (+44) 01274 579828

**RETURNS ADDRESS:**

MKI MIYUKI ZOKU RETURNS  
THE FOCUS CENTRE  
INGLEBY ROAD  
BRADFORD  
BD7 2AT  
UK

RETURNED ITEM NAME	COLOUR	SIZE	REFUND <input checked="" type="checkbox"/>	REASON CODE	EXCHANGE <input checked="" type="checkbox"/>	ITEM NAME (IF REQUIRED)	ITEM COLOUR (IF REQUIRED)	ITEM SIZE (IF REQUIRED)

## REASON CODE

A – TOO BIG  
B – TOO SMALL  
C – DOESN'T SUIT  
D – DIFFERENT TO IMAGE  
E – INCORRECT ITEM

F – QUALITY  
G – OTHER

## REASONS FOR RETURNING / COMMENTS:

## RETURNS AND EXCHANGE POLICY

- PLEASE SEND YOUR ITEM(S) BACK TO THE RETURNS ADDRESS WITHIN 14 DAYS OF RECEIVING YOUR ORDER TO BE ENTITLED TO AN EXCHANGE OR REFUND.
- ALL ITEMS RETURNED MUST BE UNWORN AND IN A PERFECT RE-SELLABLE CONDITION IN ORDER TO BE ENTITLED TO AN EXCHANGE OR REFUND.
- UNFORTUNATELY, WE CANNOT COVER RETURN COSTS. ALL RETURN COSTS ARE THE CUSTOMERS RESPONSIBILITY TO PAY.
- WE RECOMMEND INSURING YOUR PARCEL TO THE FULL VALUE OF THE CONTENTS AND OPTING FOR A SERVICE WHICH PROVIDES YOU WITH FULL TRACKING AND A SIGNATURE ON DELIVERY.
- PLEASE ENSURE THE ITEM(S) ARE WELL PACKAGED TO PREVENT ANY DAMAGE DURING TRANSIT.
- WE CANNOT BE RESPONSIBLE FOR ANY RETURNED ITEMS UNTIL THEY HAVE BEEN RECEIVED AT OUR PREMISES.
- UNFORTUNATELY, YOUR ORIGINAL POSTAGE CHARGE WILL NOT BE REFUNDED BY US WHEN YOU ARE MAKING A RETURN AS THIS COVERS THE INITIAL COST OF SHIPPING YOUR ORDER.

## EXCHANGES:

- EXCHANGES WILL BE SHIPPED WITHIN 2-5 WORKING DAYS OF RECEIVING YOUR ITEM(S). ONCE YOUR RETURN IS RECEIVED, WE WILL PROCESS YOUR EXCHANGE AND YOU WILL RECEIVE NEW TRACKING DETAILS FROM DPD AT THIS STAGE.
- IF WE DO NOT HAVE STOCK OF THE ITEM(S) YOU HAVE REQUESTED IN EXCHANGE, YOU WILL BE CONTACTED VIA PHONE OR EMAIL TO ASK IF YOU WOULD LIKE TO CHOOSE AN ALTERNATIVE OR RECEIVE A REFUND.

## REFUNDS:

- ONCE YOUR REFUND IS PROCESSED, IT CAN TAKE APPROXIMATELY 2-7 WORKING DAYS TO SHOW IN YOUR BANK ACCOUNT.

## FAULTY OR INCORRECT ITEMS:

- WE ARE EXTREMELY SORRY IF YOU HAVE RECEIVED AN INCORRECT OR FAULTY ITEM. IF THIS IS THE CASE, PLEASE EXPLAIN THE ISSUE IN THE COMMENTS BOX ABOVE.
- WE WILL EXCHANGE/REFUND YOUR ITEM(S) AS SOON AS WE RECEIVE YOUR RETURN AND REFUND YOUR INITIAL POSTAGE COST PLUS ANY ADDITIONAL POSTAGE CHARGES TO COVER THE COST OF SHIPPING YOUR RETURN BACK TO US.

**THANK YOU FOR YOUR ORDER – TEAM MKI**