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Swatch Return Form

Please print and duly fill this form. We kindly ask you to enclose this form when you will send back to us the watch that you want to be returned.

Ensure that you complete the Return Form indicating whether the goods are faulty, unwanted or incorrect.

Customer Name as Per NRIC :	
Customer NRIC No :	
Order Number :	
Bank Name :	
Bank Account Number :	
Email Address :	

Product Name / Reference	Qty	Reason for Return (Faulty / Unwanted / Incorrect)	Please state details of the Correct product to be received/ Faulty/ unwanted product(s) (if applicable)

Customer Signature :	
Date :	

Note :

- 1) We will only accept return request that is submitted to us within seven (7) working days of receipt of the product(s).
- 2) You will be responsible for the condition of the returned product(s) until they reach us.
- 3) We will make the refund within 14 days from the day we receive the products back, or if earlier once we have inspected the returned product(s) and confirmed to you via email that you are entitled to a refund.
- 2) Do not forget to include: your product, the return form, the invoice and the delivery order you received when returning your watch to us.
- 3) If your purchase contains more than one item, please send us a copy of your delivery order. Otherwise, please send us the original document.
- 4) We will arrange our authorized courier service provider (GDEX) to collect the returned product(s) from you end.
- 5) Please email us at ecommerce.my@swatchgroup.com.my for arrangement.