

	High Life CUSTOMER SERVICES	
RETURNS FORM	info@highlife.lk	
	(94) 0113 145 000	
	MONDAY – FRIDAY 9.30am to 5.00pm	
TITLE.....		
FIRST NAME.....	INVOICE ADDRESS.....	
SURNAME.....	
ORDER NUM.....	
E-MAIL.....	

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RETURN/REFUND/EXCHANGE POLICY

1. If you are not completely satisfied with your order, you may return the goods up to 7 days* from receipt. All returned item(s) must be new and complete with original packing/swing tags attached. Used or customer damaged items cannot be refunded or exchanged. Returns postage is non-refundable.
2. The following items are non-refundable according to the national and international e-commerce trading standards. Thus we expect clients to read the product description very carefully with the appropriate imagers before you purchase below items from us. Innerwear, Jewelleries, All Cosmetic Products, lingerie, socks, Cakes, Fresh Flowers, Greeting Cards and Chocolates.
3. Please note that we will send a replacement product if the selected product is out of stock however we will attempt to seek your approval before sending such replacement products. If we are working with very short time frame or we have not received your approval of the replacement product we will send replacement products only for Cakes, Fresh Flowers, Greeting cards and Chocolates to avoid disappointments without a prejudice. All other items we will wait for your instructions.
4. Electric item returns will only be accepted under manufactural defects up to 30 days from the purchased date.
5. Item delivery cost will be Non-refundable.
6. In case you are not completely satisfied with the fit of the clothing or footwear product, you can request an exchange; subject to availability.
7. Items should be returned in the original condition you had received them. Please understand that we

cannot accept returns in certain instances:

- Damages due to misuse of product
- Incidental damage due to malfunctioning of product
- Any consumable item which has been used or installed
- Products with tampered or missing serial / UPC numbers
- Innerwear, lingerie, socks and clothing freebies
- Any damage / defect which are not covered under the manufacturer's warranty
- Any product that is returned without all original packaging and accessories, including the box, manufacturer's packaging if any, and all other items originally included with the product(s) delivered

8. We aim to process your refund request as soon as possible. Upon the formal agreement to make the refund and receipt of the returned goods it will take us a maximum of 7-14 business days to initiate a refund. You will be notified once the refund being initiated.

9. Please note that according to consumer law we can only returned the payment to the original purchaser of the items who paid for the goods. The refund will be made to the appropriate parties' bank account or Credit or Debit card.

* Excluding the non-refundable items and subject to the terms and conditions of the refund policy.

10. Please fill in all product information below together with reason for Returning (Return code). Return the parcel to:

A & O Range World (Pvt) Ltd, 541/1/1, New Hunupitiya Road, Dalugama, Kelaniya, Sri Lanka.

Please make sure that the parcel sufficiently insured as we cannot accept liability for goods lost or damaged in transit.

REASON CODE:

1.	WRONG SIZE	5.	MANUFACTUAL DEFECT
2.	WRONG ITEM	6.	ARRIVED TOO LATE
3.	ARRIVED DAMAGED	7.	NOT ACCORDING TO THE PRODUCT DISCRPTION
4.	OTHER (PLS SPECIFY)	8.	EXCHANGE REQUIRED

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RETURNED ITEMS

PRODUCT	NAME	SIZE	QTY	REASON	EXCHANGE	REFUND
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CODE				CODE	(TICK)	(TICK)

EXCHANGE ITEMS REQUESTED

PRODUCT CODE	NAME	SIZE	QTY	PRICE

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