



# Winky International Ltd

Tel: 852 2191 7716 E-mail: cs@bighornhk.com

## RETURN AND EXCHANGE FORM (退換申請表)

Each form will be for 1 product (每表只限一項產品)

At BIG HORN, we accept to offer an exchange or refund on any unsuitable garments by the original form of payment with a receipt, within 7 days of calendar days of receiving your merchandise. All garments must be returned in the original selling condition with price tags intact, and unused goods. We regret for reasons of hygiene, we are unable to exchange or refund jewellery, sunglasses, cap, and hat, etc. Please complete this form and return by email to cs@bighornhk.com. Our customer service representative will confirm everything with you by email or telephone before proceeding.

BIG HORN 接受在您購物後收到貨品後7天內，退款或更換貨品。請確保所購買的貨品未經穿著，價錢吊牌並未摘除，並出示有效收據。您可換取同等價值或較低價值的貨品。基於衛生理由，部分貨品不設退換服務，包括飾物及太陽眼鏡等。請填妥以下表格電郵回cs@bighornhk.com，我們的營業代表會電郵或電話回覆您。

1. Customer information (客戶資料):

Name (姓名): \_\_\_\_\_

E-mail (電郵): \_\_\_\_\_

Phone (電話): \_\_\_\_\_ Invoice Number (單號): \_\_\_\_\_

Postal Address (地址): \_\_\_\_\_

\_\_\_\_\_

2. Request for Exchange / Refund (要求更換或退款)

Exchange (更換)

Reason of the exchange: (更換原因)

code	Reason (原因)
01	Quality unsatisfactory (質量問題) Detail (請說明): _____
02	Wrong item shipped (寄錯貨品)
03	Too small (太細)
04	Too large (太大)
05	Ordered wrong size (訂錯碼)

Returns goods info (退回貨品的資料):

Code 退貨號	Model No. 款號	Color 顏色號	Size 尺碼	Qty. 數量	Unit Price 單價	Total Price 總額

Others (其他退貨原因): \_\_\_\_\_

Exchange info (換貨資料):

Note: The total amount of the exchange items must be same as the total amount of the returned items. (註: 更換之貨品總額必須是退回貨品之總額)

Model No. 款號	Color 顏色號	Size 尺碼	Qty. 數量	Unit Price 單價	Total Price 總額

Refund by voucher (退代用券)

Refund to Stripe account (退款); Stripe account E-mail: \_\_\_\_\_

Reason of the Refund (退款原因): \_\_\_\_\_