

Order Date:

Order Number:

| QTY | PRODUCT | COLOUR | PRICE | REASON |
|-----|---------|--------|-------|--------|
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## RETURNS

If for any reason you are not happy with your purchase, you may return the items postmarked within 30 calendar days of receipt for an online store credit or refund to your original method of payment. Please note that original shipping charges are non-refundable. Items must be returned in their original condition with the tags and boxes attached. Please allow 7-14 business days from the time you mail your order for your return or exchange to be processed. We will notify you via email once your return has been processed.

Please feel free to contact us with any questions.

**Email**  
orders@northandsparrow.com

### International Returns:

International orders may be returned using any method of your choice, at your expense. We recommend using a trackable and insured service. Make sure to include this document when mailing your return to the address below:

North and Sparrow Ltd.  
Returns Department  
C1, 6/F., Tai Cheong Building,  
No.3 Wing Ming Street,  
Cheung Sha Wan, Kowloon,  
Hong Kong

### Exchanges:

If you would like to exchange an item, we suggest that you place a new order for the item you want before returning your original purchase. This will ensure that your exchange item is in stock. You are then welcome to return your original order for a full refund. Once we receive your return, we will process a refund for the cost of the returned item and send you an email.