



RETURN FORM

Name: _____

Contact Number: _____

Email: _____

Order Number: _____

Exchange/ Refund:

() Exchange

() Refund

Reason:

() Defective/ Damaged product

() Product does not fit

() Wrong product delivered

() Other reasons please state below:

Return Method:

() Postal Return

() In-Store Return

Please mark on below drawing where the frame is defective

() Frame seen from the front

() Frame seen from behind



Claim policy

YANGLOW'S general Claim Policy entitles you to the right of return on account of defect within ONE (1) year from the delivery date. The warranty period is established on the basis of the ID number of the frame. The right of return on account of defects applies to the defects in manufacturing or material.

1. When returning YangLow products please complete and enclose the return form and a copy of the delivery note.
2. Customers have 14 days right of return on all frames/frame parts. Returns must be in the original packaging. Original tags, labels attached, the return form and a copy of the delivery note must be enclosed.
3. Inspection will be carried out to ensure all item(s) are in their original condition before processing your return. If YangLow accepts the claim, YangLow will repair or replace the defective part free of charge and return it carriage paid.
4. Parts not under warranty are repaired or replaced at the customer's expense and sent ex works.
5. Damage to frames not due to defects in material or other defects for which YangLow is liable is repaired at the expense of the customer and sent ex. works.
6. YangLow can only repair/ replace defective frame parts under warranty when replacement parts have been ordered.
7. Return is not applicable for prescription glasses.
8. Return is only applicable for item(s) purchased online and delivered in Malaysia.
9. Return that do not meet our policy will not be accepted and will be returned to you at your cost.