

## Product Return / Exchange

Member Name : \_\_\_\_\_ Date : \_\_\_\_\_  
Member ID : \_\_\_\_\_ Invoice No. : \_\_\_\_\_  
Contact Number : \_\_\_\_\_ Email : \_\_\_\_\_  
Recipient Address : \_\_\_\_\_  
\_\_\_\_\_

### Product Details

*\* kindly check below for Return Code*

No.	Product Description	Quantity Returned	Unit Price	Total Price	Return Code

### Reason for Return Codes

Record appropriate number in the Return Code # column above.

1. Wrong quantity received
  2. Wrong merchandise received
  3. Incorrect item ordered
  4. Damaged during delivery
  5. Duplicate order
  6. Product defective.
  7. Unsatisfactory
  8. Other : *\* pleasea specific below*
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### Important Notes :

1. Please email the completed form to helpline@better.com.my and wait for our confirmation before send out product for return. Invoice has to be attached for product return.
2. All shipping charges are at the cost of the customer and we recommend using registered post.
3. Please allow up to 10 working days after the email date for our customer service to reply on your request.

Signature : \_\_\_\_\_ Date : \_\_\_\_\_

<b>For Office Use Only :</b>	
Date Received : _____	Remarks : _____
Refund Status : <input type="checkbox"/> Completed <input type="checkbox"/> Rejected, reason : _____	