



Product Return Authorisation

In order to receive your refund please follow the below steps

- Items must be unused and in their original condition and original packaging. The items to be returned or exchanged must meet sellable condition.
- Return Policy is only available for In Stock. **"Made to Order" and / or Bespoke Products are not eligible for Returns**
- A completed Merchandise Return Authorisation form must be included with your box. Please record each item you are returning and provide the reason for return. Select if you would like a refund or an exchange.
- SV CASA recommends that you use a trusted courier such as UPS, DHL or FedEx and request adequate insurance to cover the purchase price of the shipment. SV CASA will not assume responsibility for reimbursement or compensation if a return package is lost, stolen, or mishandled.
- Pack the product in the same way you received it, using sufficient packaging material such as bubble wrap and foam.
- Please read our Return Policy on www.SV-CASA.com.
- We cannot issue refunds for merchandise that is damaged during the return shipment.

Customer First Name _____ Customer Last Name _____

Your Order Number _____ Date of Purchase _____

Address _____

Post Code _____ Country _____ Telephone _____

Email Address _____

Please tick what you would like to do? Exchange for another SV CASA product [] Request for a refund []

Product Code	Product Description	Reason for Return	Quantity	Price Paid
Total				

Please Ship Products to the below address

SV CASA (RETURNS)

1613 Hong Kong Plaza,

188 Connaught Road West, Hong Kong