

SOCIALERAS.COM

RETURNS FORM

STEP 1: READ OUR POLICY

Visit our website to check your return meets our full return policy requirements:

<https://www.socialeras.com/protocol/faqs>

KEY POINTS

1. All returns must be returned in acceptable condition and posted within 15 days of receiving your order.
2. All merchandise must be unworn and in the same condition they were received. Products must be returned in the original box and/or packaging. Not shipping box, merchandise individual packaging.
3. Merchandise cannot have any type of alterations.
4. The buyer is responsible for return shipping fees.
5. The buyer is responsible to follow the instructions given by the Customer Service agent.
6. The buyer is responsible to keep proof and tracking of the package.

Incorrectly-sized items, and items of quality-related problems can be exchanged or refunded. Please, contact our customer service agent with pictures as a proof and we will proceed to your request.

NEED SOME HELP?

Contact our customer service team by Email via customerservices@socialeras.com.

Hope you love your next order as much we love you !

ORDER #

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NAME:

EMAIL:

STEP 2: WHAT ITEMS ARE YOU RETURNING?

ITEM NAME	COLOR	SIZE	QTY	CODE

REASON CODE:

- | | |
|-------------------------|-----------------|
| 1. Too big | 6. Faulty item |
| 2. Too small | 7. Poor quality |
| 3. Not suit my body | 8. Damaged |
| 4. Received wrong item | 9. Other: _____ |
| 5. Item not as expected | |

STEP 3: SEND IT BACK

Once you have completed this form, simply mail your item/s back to the following address, within our returns timeframe.

SOCIALERAS RETURNS SERVICE

3 Floor, Shuangbai Road, No. 1399
Minhang District, 201100 Shanghai China

* NOTE: THIS RETURNS FORM MUST BE INCLUDED IN YOUR PARCEL