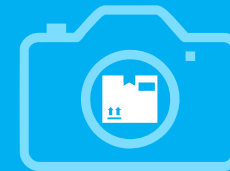


RETURNING A PRODUCT



1

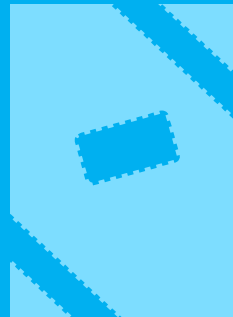


The Consumer will be required to take a photo of the returning product(s) before ITS COOLER can arrange collection this is to **verify the condition of the product** before it is returned



All products returned **MUST** have all labels on and be packed in the same condition the product(s) were delivered

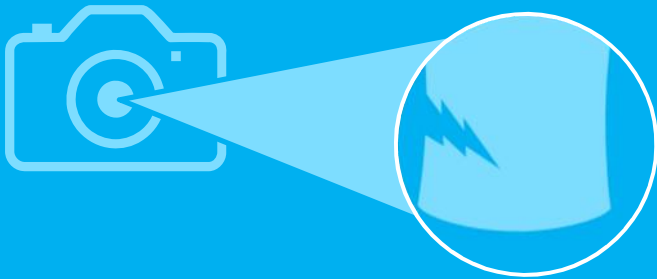
2



Should the product(s) not be returned in their original packaging
a 30% charge will be applied to the Consumer for repacking

3

The Consumer will need to email
the photo of the damaged product
to returns@itscooler.asia



If the product being returned is damaged a **close up photo of the damage**
will need to be **taken by the Consumer before the product is collected**

This is so ITS COOLER can inform the Retailer

4

ITS COOLER.



**ITS COOLER will refund the Consumer within seven working days
once the product has been returned and checked**

Join the future - have the freedom

