THIS FORM MUST BE INSIDE YOUR RETURN PARCEL

# Ukoala Return & Exchange Form

For approved direct purchases from ukoala.com or prior uubgear.com orders only

Submit the online request at **ukoala.com/returns** first. Wait for approval, your return label, and instructions before mailing anything. Print and complete this form, then place it inside the approved return parcel.

## CUSTOMER CONTACT INFORMATION

Please print clearly and legibly

| | |
|---|---|
| ORDER # _____ | NAME _____ |
| EMAIL _____ | PHONE _____ |
| SHIP-TO ADDRESS FOR EXCHANGE _____ | |

## REQUEST

Mark one box and complete the matching section

☐ **RETURN FOR REFUND**

ITEM RETURNED _____

REASON _____

[ ] Fit or size [ ] Changed mind
[ ] Color or style [ ] Wrong item
[ ] Damaged or defective [ ] Other

☐ **EXCHANGE**

ORIGINAL ITEM _____

DESIRED PRODUCT _____

DESIRED COLOR/SIZE _____

A secure invoice covers the prepaid return label and shipping for the new bag. Your return label is issued after the invoice is paid.

**ANYTHING ELSE WE SHOULD KNOW?**

## RETURN AND EXCHANGE TERMS

**1.** Request a return or exchange within 30 days of delivery and wait for approval.

**2.** Items must be clean and resalable, with tags and included hardware. Items showing wear or damage may be rejected.

**3.** Final-sale, personalized, and clearance items are excluded unless they arrive defective.

**4. Returns:** After review, we email a prepaid label. A flat $9 return shipping fee is deducted from your refund.

**5. Exchanges:** Customers pay round-trip shipping through a secure invoice. The return label is issued after payment.

**6.** Original shipping is non-refundable unless the return is due to our error or a defect. Approved refunds return to the original payment method within 5-7 business days of inspection.