



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.

ukoala.com/returns

support@ukoala.com

Ukoala Service Department: PO Box 255, Mt. Holly, NC 28120 - use only after approval

Ukoala Return & Exchange Form - Rev. 2026-08