

WANT TO RETURN YOUR ITEM(S)?

We want to make sure that you're happy with your item(s), so, we will gladly provide an exchange or refund to you. In order for us to do so, we need to make sure that:

- Item(s) sent are the wrong colour / product / model;
- Item(s) are defective;
- Item(s) are out of stock (for refunds only);
- Pictures of the item(s) are attached;
- Item(s) are returned to us within 5 working days after your receiving date.

Once your item(s) have been received, please allow 3 - 6 working days for us to process your return and your bank to process your refund. However, if you are unsure of the item(s) you wish to return / refund, please email us at **onezarapro@gmail.com** or contact us on WhatsApp at **+6010-365 5255** before submitting your return.

RETURN / REFUND DETAILS

Name: _____

Order ID: _____

Email Address: _____

I Would Like To:

Phone Number: _____

Exchange Refund

Reason Code	
01	Wrong Colour
02	Incorrect Item Received
03	Defective Item
04	Other (please specify)

No.	Item Name	SKU	Reason Code

WHAT TO DO NEXT ?

1. Allow us to verify your online returns form.
2. Repack your item(s) using the original packing.
3. Fill in the J&T pre-paid return label provided by us. If you did not receive one, please contact our team through WhatsApp at **+6010-365 5255** or email us at **onezarapro@gmail.com**. Drop off your parcel at the nearest J&T branch and keep a record of the return tracking number.
4. Alternatively, drop off your parcel at the nearest J&T point. A list of available centers can be viewed in our FAQ. However if you choose to use another courier service, you will have to bear the charges at your own cost.

COMPLETING AN ONLINE RETURNS FORM

When you have filled in the required fields, please scan and send it to our team using the contact details below.

For more information on our return & refund policy please see **onezara.com / return_refund_policy** on our website, email us at **onezarapro@gmail.com** or contact us on WhatsApp at **+6010-365 5255**. Our working hours are 9.00am-6.30pm, Monday to Friday.

PLEASE SEND ALL RETURNS TO:

Rature Marketing (M) Sdn Bhd (Return / Exchange)
61 Tingkat Maju Jaya,
Pusat Perniagaan Maju Jaya,
14000, Bukit Mertajam,
Pulau Pinang.