

# SONO VASO®

lifestyle maternity



## RETURNS and EXCHANGES Form

CUSTOMER NAME: \_\_\_\_\_  
 ORDER NUMBER: \_\_\_\_\_  
 DATE ORDER DISPATCHED: \_\_\_\_\_

For assistance please contact us as below:

Tel: +852 2650 0262 Hong Kong, Email: [enquiries@sonovaso.com](mailto:enquiries@sonovaso.com)  
 Tel: +46 (0)31 707820 Sweden, Email: [sitco@telia.com](mailto:sitco@telia.com)  
 Tel: +61 (0)408759908 Australia, Email: [info@sonovaso.com.au](mailto:info@sonovaso.com.au)

We hope that you are satisfied with our product but we accept returns within 30 days of purchase if unused, in good condition with all tags attached.

- ✓ Hong Kong returns are free for the first exchange but internationally you pay for the return to us.
- ✓ You may exchange size or colour and the delivery cost for your first exchange is free.
- ✓ If you wish to exchange the same product again, you pay for delivery cost.
- ✓ Should a product be faulty, please notify us within 7 days.
- ✓ We will refund you fully once the faulty product is received or we will exchange it and send you a new product.
- ✓ Refunds will be made by original payment method.
- ✓ Please retain proof of Postage as we do not accept responsibility for items lost in transit.
- ✓ Please fill in the information below for your returned/exchanged items and send to your closest Sono Vaso office as listed below.
- ✓ Refund payment method: if refund to be made by credit card, please advise the 3 digit security code on the back of your card: \_\_\_\_\_

### Items to be Returned/Exchanged:

Style Number	Style Name	Size	Colour	Refund Reason	or Exchange Reason	Value
					Total value of returned goods	

### New items to replace Exchanged items:

Style Number	Style Name	Size	Colour	Quantity	Value
				Total exchange order value	

Post to your closest Sono Vaso Office Address:

- Hong Kong: Sono Vaso Ltd, 22, 5<sup>th</sup> Street, Hong Lok Yuen, Tai Po, NT, Hong Kong.
- Sweden: Sitco AB, Stockholmsgatan 4, 416 70 Gothenburg, Sweden.
- Australia: Sono Vaso Australia, Renlew Pty Ltd, 5 Bryan Street, Sunshine Beach 4567, Noosa, Queensland, Australia

Thank you from us @ Sono Vaso.