



# PRODUCT RETURN AND EXCHANGE FORM

Please complete this form and follow instructions to ensure a proper return.

ORDER NUMBER	
NAME	
EMAIL	
PHONE	

PLEASE TICK ONE OF THE FOLLOWING OPTIONS AND COMPLETE THE CORRESPONDING INFORMATION BELOW

1  RETURN FOR AN EXCHANGE

2  RETURN FOR A STORE CREDIT VALID FOR ONE YEAR

3  RETURN FOR A REFUND

1. WHICH ITEMS WOULD YOU LIKE TO EXCHANGE? (please refer to your order invoice for below details)

ITEM CODE NUMBER	ITEM NAME	QUANTITY	REASON FOR RETURN	PRICE

WHICH ITEMS WOULD YOU LIKE TO EXCHANGE FOR? (Please refer to our website for current available products)

ITEM CODE NUMBER	ITEM NAME	QUANTITY	REASON FOR RETURN	PRICE

2. WHICH ITEMS WOULD YOU LIKE TO RETURN FOR A STORE CREDIT? (Please refer to your invoice for below details)

ITEM CODE NUMBER	ITEM NAME	QUANTITY	REASON FOR RETURN	PRICE

3. WHICH ITEMS WOULD YOU LIKE TO RETURN FOR A REFUND? (Please refer to your invoice for below details)

ITEM CODE NUMBER	ITEM NAME	QUANTITY	REASON FOR RETURN	PRICE

## OUR RETURN POLICY

- If you wish to return your purchase for any reason, you may do so in accordance with the following process:
- You must notify ADORN FIJI by emailing [orders@nvmicollection.com](mailto:orders@nvmicollection.com) of your intended return within 7 days of accepting delivery of the Product and arrange return of the Product within 7 days after such notification.
- You must provide a "proof of purchase" which is your email confirmation from nVmi collection.
- You must then complete this form and return the form along with the product to nVmi collection.
- Once you have organised return shipping, please email us with the tracking number so that we can process your return as quickly as possible. You MUST organise return shipping with a tracking number.
- You must return the Product in its original, undamaged and unworn condition with hygiene sticker in place for us to accept the return.
- We only accept returns of items purchased at the nVmi collection online boutique. Refunds will not be given for nVmi stock purchased from various nVmi stockists.
- No exchanges or returns are accepted on sale items.
- We are unable to redirect exchanges once they have been dispatched.
- Once a return has been submitted, we are unable to change or cancel the return.

### Once your return is received by nVmi, nVmi will do the following.

#### RETURN FOR EXCHANGE

- If the item you are returning is of higher value than the item you have chosen to exchange with - then we will issue you with a refund of that amount less shipping cost. For vice versa we will contact you for further payment before starting the exchange process. We will also contact you for further shipping costs if the exchange is International.

#### RETURN FOR STORE CREDIT

- Once your return is received we will email you a store credit voucher to the total amount of your returned purchase (less shipping cost of USD\$15 for International orders). Your store credit will be valid for one year to be used on the nvmi collection online boutique only.

#### RETURN FOR REFUND

- If you have requested a refund we will credit you the total amount of your returned purchase (less shipping cost of USD\$15 for International orders)

##### SHIPPING

- Our nvmi collection online store policy of free shipping within Fiji and USD\$15 flat rate for International shipping also applies to exchange items. For all International returns you are responsible for the ensuing cost of USD\$15 for the return shipment of the Product. If there are further shipping costs we will contact you for further payment before starting the exchange process.
- On International returns you must mark that the goods are being returned on the courier company's consignment so that the Products do not attract possible customs duties and taxes again.
- Your return MUST have a tracking number, and we MUST be notified of how to track your return. If you return your item without a tracking number and your item goes missing, we are not at fault.
- Your exchanged item will be shipped to you from Fiji via EMS shipping. You will be provided with a tracking number and information on how to track your exchanged item.

#### REFUND PAYMENTS

- Refunds can only be credited back in the same way as the original purchase was made. For example, if you used Paypal then we will refund you via Paypal, If you direct deposited into our account then we will direct deposit back to yours etc.

#### SALES TAX

- Please note that all taxes are included in the products price.
- We ship worldwide - All prices are in \$USD

#### PROCESSING TIME

- Exchanged orders are typically processed within 72 hours of being received and once processed, your order will be delivered within 3-7 business days within Fiji and 10 business days Internationally. Please note international orders may attract customs duties and taxes. As the recipient, you are liable for all import duties, customs and local sales taxes levied by the country you are shipping to. As we are unable to advise the amount this may be, please check with your local customs authority prior to placing an order.

ADDITIONAL COMMENTS

- Credits and refunds will be processed within 72 hours of being received by nVmi collection, however, depending on which bank your account is held with please allow up to 7 days from the day we receive your return for your account to be credited.

**If you have additional questions about your order, please contact us directly by email  
orders@nvmicollection.com or phone +679 777 2815 between 9am-5pm EST - Fiji Islands.**

Please send all returns and exchanges to  
nVmi collection, P.O BOX 531, PACIFIC HARBOUR, FIJI ISLANDS

SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_