

RETURNS & REFUND FORM



Order Number:

Order Date:

Quantity	Product Name as printed on the order invoice	Reason for return	Reason Code(s)	Refundable Amount (HKD)
		A. Not liked		
		B. Wrong fit		
		C. Incorrect item*		
		D. Faulty*		
		E. Other*		
		*Provide further information below in notes		

Returns Procedure

1. Please fill the quantity and the full name of the product(s) that you wish to return. Full name of product(s) can be found on the order invoice that sent to you previously.
2. Please select a reason code for your return and add any further notes in the box provided.
3. Please pack the returns note, along with the items and original packaging in good condition, safely and securely to avoid damage in transit.
4. Please keep your postage receipt until you have received the refundable payment from us.

Please note that we will only offer a refund for any unused & undamaged goods with original packing and product tag within 14 days of receipt. Perishable goods such as coffee beans are not eligible for return.

Refund will be made via the same method as the original payment. Please allow 7-14 working days for refunds to appear in your account.

Full terms and conditions are available online: <http://www.arabica.hk>

Additional Notes (if any):

Your Refund Total (HKD):

If you have any questions, please e-mail us at:
customer@arabicacoffee.hk.

Our Returns department operates Monday – Friday, 9am - 5pm (HKT) excluding public holidays.

Internet Returns

% Arabica Hong Kong
3/F, Hale Weal Industrial Building
Nos 22 – 28 Tai Chung Road
Tsuen Wan, New Territories, Hong Kong