



RETURN FORM

This is your The Pillow Room Pte. Ltd. return form. **Items can only be returned for a refund.** Simply fill in the form and send it back to us. We guarantee a refund if the items are returned in perfect condition, in its original packaging, within 14 days of receipt.

It is very important that you follow the instructions below so that we can process your return.

1. Fill in the form.
2. If you require another size or color, or if you prefer an alternative item(s) then you simply place a new order and return the original item(s) to us for a refund.
3. Return the package to the return address, which you can find below. Please note that you need to arrange the return shipment and that the goods are your responsibility until they reach our warehouse. The Pillow Room Pte. Ltd. cannot be held responsible for the lost or damage of the returned item(s), therefore we advise you to return your goods with registered mail. Please make sure you package your return to prevent any damage to the items.
4. Returns can take up to 21 working days to get back to us. It is very important to enclose this form with your parcel to enable us to process your return within two weeks of receipt. Refunds will be made on the same account you paid the order with.
5. Please retain a proof of postage until we have confirmed that your refund has been processed.

RETURN INFORMATION

Customer details

Name:

Address:

City:

State:

Country:

Order-number:

Item details

Product(s):

Reason of Return:

Date:

Return your goods to:

Magazijn De Pakkettenfabriek
Conservenweg 197
2371 DT Roelofarendsveen
The Netherlands

Customers based in Singapore can return the goods to:

The Pillow Room
80 Mohamed Sultan road
The Pier at Robertson #03-08
239013 Singapore

If you have any queries or comments please contact us at info@the-pillowroom.com