

## RETURN FORM

This return form is used to initiate product returns from samsonite.co.id purchases. To complete the process, save the file by clicking "Download" in the top right corner. Please make sure you have read and agree to the Terms and Conditions (TnC) that include providing video unboxing and photos. Once you've filled it out, kindly email the completed form to [ecommerce.id@samsonite.com](mailto:ecommerce.id@samsonite.com), and our team will promptly assist you with your return request.

### PERSONAL INFORMATION

FIRST NAME	<input type="text"/>	LAST NAME	<input type="text"/>
ADDRESS 1	<input type="text"/>		
ADDRESS 2	<input type="text"/>		
PHONE NUMBER	<input type="text"/>	EMAIL	<input type="text"/>

### PRODUCT INFORMATION

ORDER NO	<input type="text"/>	ORDER DATE	<input type="text"/>
SKU NO	<input type="text"/>	QUANTITY	<input type="text"/>
SKU NO	<input type="text"/>	QUANTITY	<input type="text"/>
SKU NO	<input type="text"/>	QUANTITY	<input type="text"/>

Please enter all 9 digits (no spaces) for item style SKU number of your product. (Examples : MC7\*61007)

### REASON FOR RETURN

- WRONG PRODUCT
- FAULTY PRODUCT

### EXAMPLES

SKU NO 

NOVASTREAM 149747 1269 1CNU  
MC7\*61007 TV

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SPIN55/20 TSA EXP SEC.ZIP  
DARK SLATE

A 1234567890A

## REFUND REQUEST FORM

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CUSTOMER NAME*	<input type="text"/>
INVOICE NUMBER*	<input type="text"/>
CUSTOMER ADDRESS *	<input type="text"/>
COMPLAIN DATE*	<input type="text"/>
BANK NAME*	<input type="text"/>
ACCOUNT NUMBER*	<input type="text"/>
NAME ON THE ACCOUNT*	<input type="text"/>
TRANSFER AMOUNT*	<input type="text"/>
PAYMENT TYPE*	<input type="text"/>

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### NOTES

- Data marked with an asterisk (\*) must be completed in full, as the absence of any required information will result in the suspension of further refund processing.
- The completion of this data does not guarantee the return will be approved, we will carry out further verification. Once the verification is approved, the refund will be processed within 14 working days.
- Errors in filling out the refund form may impede the refund process, and we cannot be held responsible for such errors.
- Payment with a credit card only requires the input of the following information: Customer Name, Order Number, and Payment Type.