



UNIQLO RETURNS



Scan Code for
Return &
Exchange
Method

TEL: 1800 38 8674

RETURN POLICY

- You can, within 30 days of receiving product(s) ordered from UNIQLO online store (www.uniqlo.com/my), return any product(s) that you are not completely happy with.
- Product(s) can be returned, provided that the product(s) is in its new and original condition, original product packaging attached with its original price tags and labels.
- Original product is required.
- Innerwear cannot be exchanged or returned due to our strict hygiene policy.
- Product(s) can be exchanged at any UNIQLO Malaysia physical store subject to the availability of colours and sizes. Where a colour and/ or size is not available at the store you are making the exchange, store transfer between online store to physical stores will not be arranged.
- If the product(s) had been discounted either by promotion of coupon codes, the amount refunded will be based on the net amount that you have paid. Delivery charges that were paid during the initial order is not eligible for any refund.
- UNIQLO Malaysia reserves the right to deny a refund or exchange if the product(s) does not meet the Return Policy requirement above.
- Kindly take note that the return process would require the invoice and this return slip. Please keep the invoice and this return slip for 30 days upon receiving the items.
- For order paid using Pay In Store method, refund can only be processed at the store where payment was originally made.

Return via courier service (NOT applicable for PAY IN STORE customer)

You may return your item(s) purchased online. Please complete return form, re-pack the item(s) including all original tags and the original receipt and ship them back to warehouse address indicated on the right. We recommend customer to use Ninja Van & Pos Laju for return. The shipping cost will be borne by the customer.

Return address (Nippon Express Malaysia Warehouse)

Lot72, Persiaran Jubli Perak, Seksyen 22,
40300 Shah Alam, Selangor Darul Ehsan, Malaysia

To: Nippon Express Malaysia
Attention To: UNIQLO EC Return
Tel: 03-50331111 ext 1147
Receiving Time: Weekday 9:00 – 5:00pm

ORDERED BY: (name, address & contact no)

SHIPPED TO: (name, address & contact no)

ORDER INFO

Order Date:

Ship Date:

Order Number:

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Delivery Service:

Payment Type:

RETURN FORM:

Please fill cut below form for return item qty and reasons.

No	Item Number	Description	Color	Size	Qty	Reason code
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

Reasons of Return - Please choose the reason from below and fill out the form

1. Incorrect Item	2. Item Damaged	3. Item Arrived Late
4. Item Not as Pictured	5. Item Too Small	6. Item Too Large
7. Item Too Short	8. Item Too Long	9. Did not like Item
10. Other (Please Explain)		