



## UNIQLO Return



SCAN CODE FOR  
EXCHANGE AND RETURN  
METHODS

TEL: 1800-864-7568

## RETURN POLICY

Online Purchase via 'Online Payment' means a purchase made and paid on Uniqlo Singapore official website (<https://www.uniqlo.com/sg/en/>).

Online Purchase via 'Pay In Store' means a purchase made on Uniqlo Singapore official website (<https://www.uniqlo.com/sg/en/>) but paid in a Uniqlo physical store.

- Online purchase returns & refunds policy is applicable to both Home Delivery orders and Click & Collect orders.
- Product(s) in new & original condition can be returned within 30 days from the date of purchase. \*Do allow 7 to 10 working days for your returned parcel to be reached and processed by our warehouse.
- Product(s) can be returned within 6 months from the date of purchase if there is any manufacturing defect found, subject to the applicable law.
- Product(s) in new & original condition can be exchanged at any UNIQLO Singapore stores, subject to stock availability. Where a colour and/or size not available at the store you are making the exchange, stock transfer between online store and physical stores will NOT be arranged.
- Original invoice, original return form and product packaging attached with its original price tags and labels will be required for return and exchange.
- Innerwear and packaged items cannot be returned or exchanged due to our strict hygiene policy.
- (i) For Online Purchase via 'Online Payment': Product(s) can be returned ONLY to our warehouse via parcel return. Return & refund to physical stores will NOT be accepted.  
(ii) For Online Purchase via 'Pay In Store': Product(s) can be returned ONLY to the original physical store you made the payment. Return & refund to warehouse via parcel return will NOT be accepted.
- Product(s) purchased from other than Uniqlo Singapore official website (<https://www.uniqlo.com/sg/en/>) is NOT eligible for return or exchange.
- Any form of coupons, discount code or promotional code used on the returned product(s) will NOT be reinstated or refunded.
- (i) For Online Purchase via 'Online Payment': Refund will be issued via your original mode of payment that was used to make the purchase.  
(ii) For Online Purchase via 'Pay In Store': Refund will be issued via cash.
- \$6 delivery fee paid for the online purchase will NOT be refunded.
- After our warehouse has received and processed your returned purchase(s), the refund will be processed and completed around 7 to 14 working days.
- UNIQLO (SINGAPORE) PTE. LTD. reserves the rights to reject any return that does not fulfil any of the above stated requirements.
- UNIQLO (SINGAPORE) PTE. LTD. reserves the rights to amend this policy at any time.

### HOW TO RETURN YOUR ONLINE PURCHASE (VIA 'ONLINE PAYMENT') FOR A REFUND

Items purchased online (via 'Online Payment') can be returned to our warehouse for a refund. Fill out the return form and insert it into your return package.

- Deliver your return package to our Return Address through any of your preferred courier company via "Parcel Return" (with tracking system) at your own cost. Please note that courier charges for your return package will NOT be covered by UNIQLO Singapore. Please obtain a delivery receipt from your courier company or record your tracking number to trace your return package if it reaches our warehouse. UNIQLO Singapore will not be liable for any loss or damage of your return package and/or product (s) handled by your courier company. Please note that in person returns to our warehouse are NOT accepted.
- Depending on your choice of courier company, your return package will be reached at our warehouse around 7 to 10 working days.
- After our warehouse has received and processed your returned purchase(s), the refund will be processed and completed around 7 to 14 working days depending on the processes at your card company.
- We do not offer any standalone pick-up services or charges for return purposes.

ORDERED BY:

### HOW TO RETURN YOUR ONLINE PURCHASE (VIA 'PAY IN STORE') FOR A REFUND

Items purchased online (via 'Pay In Store') can be returned and refunded at the original physical store you made the payment.

- Fill out the return form and insert it into your return package.
- Bring along your invoice of your online purchase, original physical UNIQLO payment receipt (received when you pay in the physical store) and your return package to the original physical store you made the payment.
- Queue at our cashier counter for your turn to be served by our friendly store staff to process your return and refund.

### RETURN ADDRESS (Nippon Express Singapore Warehouse)

To: Nippon Express Singapore  
Attention To: UNIQLO ONLINE RETURNS  
5C Toh Guan Road East, Level 4M Singapore 608828  
Contact: +65-31388592  
(Receiving time: Monday to Saturday, 9am - 7pm)

SHIPPED TO:

## Order Info

Order Date:

Ship Date:

Order Number:

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						

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

1. Incorrect Item Received	2. Incorrect Quantity	3. Poor Quality/Faulty
4. Item Arrived Late	5. Item doesn't suit me	6. Change of mind
7. Looks different to image on Site		8. Item doesn't fit properly
9. Other (Please Explain)		