

THE RETURN PROCESS

1. REQUEST A RETURN

To return or exchange a product, sign in to the **MY ACCOUNTS** section at **KOOVS.COM**.

Select the **RECENT ORDERS** option, and open the order that you wish to modify.

Choose the **RETURN** or **EXCHANGE** option on the product, depending on what you would like to do.

Once you complete the online process, you will be given a Return Reference Number, which you need to fill into the box below.

Please note that a return or exchange can only be processed within 30 days of receiving the order.

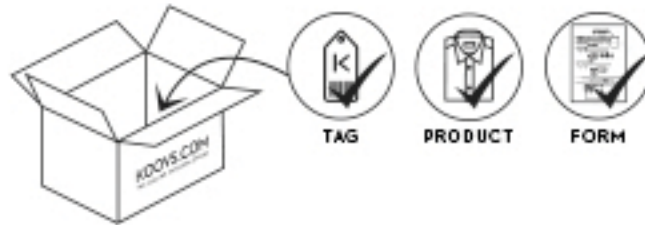
Your return reference number

Return/Exchange

MY ACCOUNT
Profile
Address Details
Recent Orders
Coupons

2. PACK THE ITEMS

Please re-pack the items that are to be returned or exchanged in the **KOOVS.COM Return Bag**, with all the original packaging and tags. Make sure the return form is dropped inside the packet.



3. ADDRESS LABEL STICKER

In case you have misplaced the **KOOVS.COM Return Bag**, please cut out the address label below and paste it over your packet.



FOR ANY QUERIES, YOU CAN CONTACT THE KOOVS.COM CUSTOMER CARE TEAM DIRECTLY
CALL US: 0124-6770000 MAIL US: INFO@KOOVS.COM

CUT HERE

MARBLE E-RETAIL PVT. LTD., C/O ECOM EXPRESS PRIVATE LIMITED HADBAST NO.143 KHASRA NO. 59//3/2, 4,7,8,9,10,11/3,12,13,14,17,18,19,20,21,22,23, 24,61//1/2 MIN, 2,3,8 MIN,9 MIN, ESTATE OF PATHRERI, DISTT. GURUGRAM, HARYANA PINCODE - 122413	FROM: _____ _____ _____
PINCODE	<input type="text"/>