

## **RETURN & EXCHANGE POLICY**

Please read our Return & Exchange Policy below for further details and information:

- We accept exchange or return within 14 days from the date of purchase.
- Original receipt must be presented for exchange or return.
- Original product is required. Exchanged or returned product(s) must be:
  - in its new and original condition,
  - original product packaging attached
  - with its original price tags and labels.
- Product(s) can be exchanged at any PLAA Wear physical stores, 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, stock transfer between our online store to physical stores will not be arranged.
- Product(s) can be exchanged or returned within 2 weeks after product(s) is received, if there is any manufacturing defect found.
- Product(s) purchased outside of PLAA Wear stores, physical stores or online store, is not eligible for exchange or return.
- Innerwear and packaged items cannot be exchanged or returned due to our strict hygiene policy.
- Product(s) sold at marked down prices due to existing defects are not eligible for exchange or return.
- PLAA Wear Inc. reserves the rights to reject any exchange or return that do not fulfill any of the above stated requirements.
- PLAA Wear Inc. reserves the right to amend this policy at any time.

## **RETURNS & REFUNDS POLICY FOR ONLINE PURCHASES (VIA 'ONLINE PAYMENT' OR 'PAY IN STORE')**

Online Purchase via 'Online Payment' means a purchase made and paid on PLAA Wear Inc. [official website](#).

1. Online purchase returns & refunds policy is applicable to both Home Delivery orders.
2. Product(s) in new & original condition can be returned within **14 days from the date of purchase**.

\*Do allow 7 to 14 working days for your returned parcel to be reached and processed by our warehouse.

3. Product(s) can be returned **within 2 weeks from the date of receiving** the product, if there is any manufacturing defect found, subject to the applicable law.
4. Original invoice, original return form and product packaging attached with its original price tags and labels will be required for return & refund.
5. Innerwear and packaged items cannot be returned due to our strict hygiene policy.
6. 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.
7. Product(s) purchased from other than PLAA Wear Inc. official website (<https://pressplaa.com/>) is NOT eligible for return & refund.
8. Any form of coupons, discount code or promotional code used on the returned product(s) will NOT be returned or refunded.
9. (i) For Online Purchase via 'Online Payment': Refund will be issued via your original mode of payment that was used to make the purchase.
10. Any delivery fees paid for the online purchase will NOT be refunded.
11. 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.
12. PLAA Wear Inc. reserves the rights to reject any exchange or return that do not fulfill any of the above stated requirements.
13. PLAA Wear Inc. reserves the right 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.

1. Fill out the return form and insert it into your return package.
2. Deliver your return package to the following 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 PLAA Wear Inc. Please obtain a delivery receipt from your courier company or record your tracking number to trace your return package if it reaches our warehouse. PLAA Wear Inc. 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.

PLAA WEAR INC. (ONLINE RETURNS)  
630 Freedom Business Centre  
Paradise Valley Village, 3<sup>rd</sup> floor  
King of Prussia  
PA 19406

3. Depending on your choice of courier company, your return package will reach at our warehouse around 7 to 10 working days (estimated, based on returns originating from US. Overseas returns could take longer.)
4. 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.
5. We do not offer any standalone pick-up services or charges for return purposes.

## **EXCHANGE POLICY FOR ONLINE PURCHASES (VIA 'ONLINE PAYMENT')**

1. Online purchase exchange policy is applicable to Home Delivery orders.
2. Product(s) can be exchanged at any PLAA Wear 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, stock transfer between online store to physical stores will not be arranged.
3. Product(s) in new & original condition can be exchanged within 14 days from the date of purchase.
4. Product(s) can be exchanged within 2 weeks from the date of receiving the product if there is any manufacturing defect found, subject to the applicable law.
5. Original invoice for your online purchase and product packaging attached with its original price tags and labels will be required for the exchange.
6. Innerwear and packaged items cannot be exchanged due to our strict hygiene policy.
7. Product(s) purchased from other than PLAA Wear Inc. official website (<https://pressplaa.com/>) is NOT eligible for return & refund.
8. PLAA Wear Inc. reserves the rights to reject any exchange or return that do not fulfill any of the above stated requirements.
9. PLAA Wear Inc. reserves the right to amend this policy at any time

**PLAA Wear Inc. Return Form**

[www.pressplaa.com](http://www.pressplaa.com)

**PLEASE FILL IN THIS FORM, COMPLETE WITH REPACKED ITEM(S), INCLUDING ORIGINAL RECEIPT AND TAGS. SHIP IT BACK TO THE ADDRESS BELOW:**

**ATTN TO: PLAA WEAR INC. (ONLINE RETURNS)**  
630 Freedom Business Centre  
Paradise Valley Village, 3<sup>rd</sup> floor  
King of Prussia  
PA 19406

**Our return policy:**

1. Product(s) in new & original condition can be returned within 14 days from the date of purchase.
2. \*Do allow 7 to 14 working days for your returned parcel to be reached and processed by our warehouse (for returns originating from the US. Overseas returns could take longer).
3. Product(s) can be returned within 2 weeks from the date of receiving the product, if there is any manufacturing defect found, subject to the applicable law.
4. Original invoice, original return form and product packaging attached with its original price tags and labels will be required for return & refund. Innerwear and packaged items cannot be returned.
5. Any form of coupons, discount code or promotional code used on the returned product(s) will NOT be returned or refunded. Any delivery fees paid for the online purchase will NOT be refunded.
6. PLAA Wear Inc. reserves the rights to reject any exchange or return that do not fulfill any of the above stated requirements.

Ordered By: _____
Order Date: _____
Ship Date: _____
Order Number: _____
Page: (state page / of total pages): _____

**DETAILS OF RETURN**

No.	Item Number	Description	Colour	Size	Quantity	Reason Code

**Return Codes**

- |                                  |                                  |                                     |
|----------------------------------|----------------------------------|-------------------------------------|
| <b>01 – Incorrect Item</b>       | <b>04 – Item Too Small</b>       | <b>09 – Item too Short</b>          |
| <b>02 – Damaged Item</b>         | <b>05 – Item Too Big / Large</b> | <b>10 – Dislike Item</b>            |
| <b>03 – Item Not As Pictured</b> | <b>06 – Item Too Long</b>        | <b>11- Others (Kindly explain):</b> |

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--- END OF FORM ---