



RETURNS 退貨表格

1. Please indicate original number and payment type.
2. Select a reason 1-9 see below and indicate in the box, under the column "Return Reason in the table"
3. Include this slip in the parcel to be returned!

1. 填妥退貨/換貨表格, 列明退貨原因及退款或換貨選擇
2. 選擇退貨原因並於「退貨原因」一欄填寫原因號碼 (1-9)
3. 將此表格連同貨品一同退回

Return Reasons 退貨原因

- (1) Size Does Not Fit- Too Large
- (2) Size Does Not Fit- Too Small
- (3) Don't like product- Quality

- (4) Not Satisfied In General
- (5) Wrong Item Sent
- (6) Defective Item

- (7) Don't Like Product Colour
- (8) Don't Like Product Style
- (9) Customer Changed Mind

- (1) 尺碼不合 - 太大
- (2) 尺碼不合 - 太小
- (3) 不滿意貨品質素

- (4) 整體上不滿意貨品
- (5) 寄錯貨品
- (6) 貨品損壞

- (7) 不滿意貨品顏色
- (8) 不滿意貨品設計
- (9) 改變心意

Return your items in 14 days from the day you receive them! Also, check that your items have the original tags and packaging before returning.
Got a question? Please call our Customer Service Team at +852 3621 0889, 10am – 8pm, Mon to Fri; 10am – 5pm, Sat, excluding Public Holiday. We are happy to help!
您可於收到包裹起計 14 天內退回貨品! 請確保貨品並未拆吊牌並連同原有包裝一同退回。

如有問題, 請致電+852 3621 0889, 與我們的客戶服務團隊聯絡。熱線接聽時間為星期一至五, 早上 10 時至晚上 8 時; 星期六, 早上 10 時至下午 5 時, 公眾假期除外。

Ciaogogo Order No. 訂單編號:			Payment Type 付款方式:		
SKU 貨品	DESCRIPTION 描述	RETURN REASON (1 TO 9) 退貨原因 (1-9)	TICK IF REFUND 退款請填✓	TICK IF EXCHANGE 換貨請填✓	EXCHANGE DETAILS (SIZE / COLOUR ETC) 換貨要求(尺碼/顏色)

For exchange 換貨專用	<input type="checkbox"/> Send me back the original item if exchange is not available 若無貨可換時退回原本的貨品		
	<input type="checkbox"/> Refund me if exchange is not available 無貨可換時退款		
For refund / if exchange not available 退款 / 無貨可換時退款	For credit card / PayPal payment 信用卡/PayPal 戶口	<input type="checkbox"/> Refund me via Ciaogogo store credit* 以 Ciaogogo 商店信用金額形式退款*	
		<input type="checkbox"/> Refund me via the credit card or PayPal account with which I paid 退款至信用卡/PayPal 戶口	
	For cash on delivery payment 貨到現金付款的訂單	<input type="checkbox"/> Refund me via Ciaogogo store credit* 以 Ciaogogo 商店信用金額形式*	
		<input type="checkbox"/> Refund me via cheque 以支票形式退款	Name on Cheque: 支票抬頭: Mailing Address: 郵寄地址:

*Ciaogogo store credit will have a value that reflects the price you paid for your items, after discounts. Store credit can be used to redeem any items in our store including discounted and non- sale items. Store credit will be automatically credited to your Ciaogogo wallet account.
*所退回的 Ciaogogo 商店信用金額將反映您購買貨品時所支付、使用折扣後的價錢。商店信用金額適用於購買所有貨品, 包括減價貨品及不打折品牌。所退回的商店信用金額會自動加入至您的 Ciaogogo 錢包。



MAKING A RETURN 如何退貨

STEP 1 - PACK YOUR ITEMS 第一步 - 包好貨品



Indicate return reason and refund or exchange option clearly on returns/exchange slip

填妥退貨/換貨表格填寫列明退貨原因及退款或換貨選擇



Pack your items and this completed slip into the original packaging (e.g. shoe box)

將表格連同貨品一同包好在原有包裝(例如鞋盒)



Ensure that the parcel is securely packed

確保包裹已安全密封

STEP 2 - RETURN YOUR PARCEL TO CIAOGOGO 第二步 - 將貨品退回 CIAOGOGO



Drop off returns at CIAOGOGO Hong Kong Centre in person
到CIAOGOGO中心親身辦理退貨事宜

Opening Hours 營業時間:

Mon-Fri 10:00am - 20:00pm, Sat 10:00am - 17:00pm

星期一至五 - 早上十點至晚上八點, 星期六 - 早上十點至下午五點

Address 地址:

Flat 2, 3/F., Block H, East Sun Industrial Centre,
16 Shing Yip Street, Kwun Tong, Kowloon, Hong Kong.

香港九龍觀塘成業街16號怡生工業中心H座3樓2室

RETURNS AND EXCHANGES: QUICK NOTES 退貨及換貨摘要

1. Return the items within 14 days from the day you received them.
 2. Check that the tags are intact and the items are unworn, in their original brand packaging (e.g. shoe box, plastic bag)
 3. Some items such as earrings, swim-wear, underwear and socks are non-returnable.
 4. Exchanges will typically be delivered with 7-10 working days from when an item is received. If an exchange is not available and/or your preference is not indicated, we will issue you a refund via your original payment method except COD will be refunded by store credit as default
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1. 退貨必須在收到貨品後14天內進行
 2. 貨品必須未經穿著、使用或剪牌，並連同原有包裝一同退還 (例如鞋盒，包裝袋)
 3. 部分貨品不接受退貨，包括耳環、內衣、泳衣、襪等
 4. 換貨貨品一般於收到退貨後7-10個工作天內送出，若無貨可換而又未註明選項，我們將根據您的付款處理，如選用貨到現金付款方式，退款將預設為以商店信用金發出。