

# Exchanges and Returns Form



※Please do read the "Exchanges and Returns" instructions in advance.

\* Fields marked with asterisk are required.

<b>*Date</b>		Y		M		D	
<b>*Member ID</b>							
<b>*E-Mail Address</b>	@						
<b>Fax No.</b>	+						

If you prefer to receive a contact (regarding exchanges and/or returns) from

※Please fill in the following in **BLOCK Letters**.

<b>*Name</b>	* First Name							
	* Last Name							

<b>*Order ID</b>	<b>DK</b>							
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*Item No. (Invoice No.)	*Unit Price	Returns <small>(by the convenience of the customers) [Customers is responsible for shipping costs incurred] <b>(※Exchanges are not accepted)</b></small>		Returns/Exchange arising with DONKI <small>[DONKI is responsible for shipping costs incurred]</small>					
		Please write the reason in detail.	Return	Please check one from the following			Please check one as your request		
				Wrong shipment	Defective	Damaged	Return	Exchange	
	JPY		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	→	<input type="checkbox"/>	<input type="checkbox"/>
	JPY		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	→	<input type="checkbox"/>	<input type="checkbox"/>
	JPY		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	→	<input type="checkbox"/>	<input type="checkbox"/>
	JPY		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	→	<input type="checkbox"/>	<input type="checkbox"/>
	JPY		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	→	<input type="checkbox"/>	<input type="checkbox"/>

\*I, hereby agree upon "Exchanges and Returns" policy stated in the Terms& Condition of DONKI to submit Exchanges or Returns form.

**\*Signature**      X

Correspondence column from DONKI to the customer

Date      /      /

We apologize for any inconvenience. Please return the merchandise to the below Return address with this form.

※Please return all labels and plastic bags also (in the state that you received them).

- <How to return>
1. Please include the "Exchanges and Returns Form" together along with your returning merchandise. Should the returned merchandise not include an Exchanges & Returns form, processing may be delayed.
  2. Please write **"Re-imported Goods"**又は**"Return Cargo"** in large letters on the surface of the parcel.
  3. Please send the goods by the International Postal Service EMS (Express Mail Service), or by Airmail. Please do not send your return by DHL, FedEx, UPS, or any other private international mail carrier. If the return is made through any method other than EMS or airmail it will not be accepted, and you will not receive a refund on the merchandise.

**Return address**

ATT: DONKI Customer Service  
Navibird, Inc.  
5th Fl. Yagiharukyutaro bldg.,  
5-12, Kyutaromachi 2 chome,  
Chuo-ku, Osaka 541-0056,  
JAPAN

TEL : +81 6 6245 7385  
FAX : +81 6 6210 1420  
E-mail : cs\_en@mpglobal.donki.com

DONKI 使用欄	現金 (クレジット・銀聯) 処理日      /      /      担当 :	処理日      /      /      担当 :
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