

Returns Policy**100% Product Quality Guarantee**

We keep a very close eye on every aspect of the garments provided to ensure that our students receive the very best there is to offer.

Every item we sell is backed by our 100% product quality guarantee.

K12 goes to great lengths to ensure that all orders are filled accurately and on time and are of the highest quality. Accordingly, **we accept returns and will replace the garments** under the following conditions:

1. Incorrect size/color:

The product must be unused. We will only accept returned items that are clean and unused, if goods are deemed used or dirty they will be returned to the Purchaser.

2. Flawed or sub-standard product:

If and when the purchaser can prove one of the following: (a) the items themselves are materially flawed; (b) the quality of the decorating (i.e., the sublimated print) is below a reasonable range of expectations; we will replace the item.

We will happily replace the garment by returning the item to the Uniform shop (or, for EC and Primary students - to your child's homeroom teacher). The items must be placed in the original packaging and include the Returns-form ([Attached below](#)), clearly marked with the reason for return, child's name, required replacement garment and other relevant information. If a similar garment is in stock at the school, the item may be replaced immediately, otherwise K12 will provide a replacement within the normal manufacturing time frame subject to an inspection of the garment. K12 will contact the Purchaser to confirm the delivery time.

Conditions of replacement:

Notification of an order issue must be made to K12 within 72 hours of order receipt. Delivering the item to the Uniform shop (or, for EC and Primary students - to your child's homeroom teacher) within the 72 hour time frame, without prior email notification, is deemed acceptable notification.

Once K12 has been notified of a returning garment (within the required 72 hours of receipt the garment), the items must be received by Laureates.asia within 3 days. In the event that K12 does not receive the item within 3 days of notification, the sale may be deemed final and K12 will be under no obligation to exchange the item.

The product must be unused. Exchanges will not be accepted if a child's name has been put onto the garment; if labels have been removed from the garment; if it is believed that the garment has been worn and laundered; if the garment is or has been soiled, stained, damaged or torn by the wearer. If the garment breaches any of these conditions, it will be returned to the Purchaser.

Damaged Goods Through Use

K12 will not be responsible for any product damaged through use by the customer.

K12 mailing address:

广州市番禺区石壁街谢石公路 108 号月亮贺卡工业园 11 栋 广州斐露斯
Building 11 No. 108 Xieshi Road, Shibei, Panyu, Guangzhou 511495, P.R. China
Tel: (CN) +86 020 8471 7760

Email: inquiries@k12org.com

Returns Form

Date: _____

CHECKLIST FOR THE RETURN OF GOODS.

To ensure your returns claim is processed efficiently, please use the checklist below to assist you with the procedure.

<input type="checkbox"/>	The Returns form has been fully completed
<input type="checkbox"/>	Each item is in it's original packaging
<input type="checkbox"/>	The garments are unworn and in perfect re-saleable condition. My child's name has not been put onto the garment (With the exception of faulty garments). All product labels are still attached to garments.
<input type="checkbox"/>	The item is packaged in a secure manner
<input type="checkbox"/>	I have included the item to be returned.
<input type="checkbox"/>	I understand that K12 DOES NOT accept any responsibility for items lost or damaged in return transit.

Students Homeroom Class: _____

Students Name: _____

Parents Telephone Number _____ Email address _____

Please complete the returns table below:

Description of required item	Size required	Reason for exchange

Please ensure you have completed all information required on this form

PLEASE NOTE

Faulty garments

The product must be unused. We will only accept returned items that are clean and unused, if goods are deemed used or dirty they will be returned to the Purchaser.