

**Exchange Policy 换货说明****100% Product Quality Guarantee 100%质量保证**

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.

我们密切关注产品的各个方面，以确保我们的学生收到的是最好的产品。

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

我们销售的所有产品都提供 100% 的质量保证。

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:

K12 竭尽全力确保所有订单准确、及时、高质量地完成。因此，在满足以下条件的情况下，我们接受换货：

**1. Incorrect size/color: 尺码或颜色错误:**

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.

更换的产品必须是未经使用的。我们只接受干净和未使用过的产品换货，如果产品被使用过或脏了，恕不更换。

**2. Flawed or sub-standard product: 有缺陷或不合格的产品:**

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.

若买方能证明以下其中一项:(a)该物品本身存在重大缺陷;(b)装饰的质量(例如：热升华印花)低于合理的预期范围;我们将更换这个产品。

We will happily replace the garment by returning the item 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.

我们会将替换的产品寄送到学校负责人或班级老师来替换这件衣服。换货时需要将产品装回原包装，并附上换货单(见下表)，并清楚注明换货原因、孩子姓名、要求更换的产品信息等。如果学校有同款的产品库存，可立即更换，否则 K12 将检查完退回的产品后，在正常生产周期内更换服装。K12 将与学校的负责人确认送货的时间。

**Conditions of replacement: 更换条件**

Notification of an order issue must be made to K12 within 72 hours of order receipt. Delivering the item to your child's homeroom teacher within the 72 hour time frame, without prior email notification, is deemed acceptable notification.

如产品有质量问题，须在收到产品后 72 小时内通知 K12，并将产品交给学校负责人或班级老师。

Once K12 has been notified of an exchanging garment (within the required 72 hours of receipt the garment), the items must be received by K12 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.

需要更换的货物(在货物签收 72 小时内)，需要在 3 天内将货物寄送到 K12，否则逾期不候，订单视为完成，K12 再无义务更换有关货品。

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.

需要更换的产品必须是未使用的。如果衣服上写了名字、衣服标签挂牌损毁，以及穿洗过的衣服，衣服损坏或撕裂等情况，恕不接受更换。

#### **Damaged Goods Through Use** 使用中损坏的产品

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

对于客户在使用过程中损坏的产品，K12 将不承担任何责任。

#### **K12 mailing address: K12 联系地址:**

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

Email: [inquiries@k12org.com](mailto:inquiries@k12org.com)

## CHECKLIST FOR THE EXCHANGE OF GOODS. 更换产品注意事项

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

下面的一些事项提示将会帮助你完成所有更换手续，请一一检查是否有遗漏：

<input type="checkbox"/>	The Exchange form has been fully completed 已经填写完成换货登记表
<input type="checkbox"/>	Each item is in its original packaging 所需要更换的产品已经装回原来的包装袋
<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. 衣服未经穿洗，不影响二次销售；衣服未被写上名字；挂牌标签等完好。
<input type="checkbox"/>	The item is packaged in a secure manner 外包装坚固完好，可确保运输途中货物不受损
<input type="checkbox"/>	I have included the item to be returned. 包装袋/箱里面已经包含所有需要更换的货物
<input type="checkbox"/>	I understand that K12 DOES NOT accept any responsibility for items lost or damaged in return transit. 我清晰明白，如若货物在寄回K12途中丢失或损坏，K12将不会对此承担任何责任。

Students Homeroom Class: \_\_\_\_\_  
学生班级/年级

Students Name: \_\_\_\_\_  
 學生姓名

Parents Telephone Number \_\_\_\_\_ Email address \_\_\_\_\_  
 家长联系电话：\_\_\_\_\_ 电子邮箱\_\_\_\_\_

**Please complete the exchange table below: 请清晰填写以下表格**

Description of required item 需要更换的货物	Size required 需要的码数	Reason for exchange 更换的理由

**Please ensure you have completed all information required on this form**

**请确保以上信息正确且无遗漏**

**PLEASE NOTE 请注意**

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.

更换的产品必须是未经使用的。我们只接受干净和未使用过的产品换货，如果产品被视为使用过或脏了，恕不更换。