

Polar Online Store purchases may be returned within seven (7) days. To return an item purchased on shoppolar.hk, please contact the Polar Customer Service Team and reference "Polar Online Return". Order support is available via email at [customerservice.hk@shoppolar.com](mailto:customerservice.hk@shoppolar.com) or by calling +852-23194241 Monday to Friday, 9:30am to 6pm (lunch hour: 1pm – 2pm) (excluding holidays). Global order support is available via email at [globalcustomerservice@shoppolar.fi](mailto:globalcustomerservice@shoppolar.fi) or by calling +44 1 926 336 515 Monday to Friday, 1am to 10pm GMT(excluding holidays). Service is provided in English. Items should be returned in unused and in good condition, with a completed return form and a copy of the purchase invoice, to our Return Center.

### Return Instructions

Please follow the instructions below when packing and sending your product for return. It's important to note that the instructions below must be followed in order for us to properly process your return.

- Send the item in its original packaging.
- Pack the item carefully so that it will not be damaged during the shipping process. We suggest using a box and bubble wrap.
- Include a copy of the purchase invoice (included with your shipment) and this return form. We will not be able to process a return for any shipment received without a purchase invoice and return form.
- It is recommended to use a secure delivery method such as courier or registered post to send the item. Returning the item to Polar Customer Service Center in person during office hour is also accepted. Polar is not responsible for items lost in transit and a return cannot be processed until the item is received. All returns should be sent to the following address:

Polar Electro HK Ltd  
4/F, Goodman Tsuen Wan Centre, 68 Wang Lung Street, Tsuen  
Wan  
Hong Kong  
Attn: Return Center

### CUSTOMER INFORMATION: [PLEASE PRINT CLEARLY]

Order #: \_\_\_\_\_ Order Date: \_\_\_\_\_  
Name: \_\_\_\_\_ Tel No: \_\_\_\_\_  
Address: \_\_\_\_\_  
E-mail Address: \_\_\_\_\_

Please list contents and quantity below:

Qty	Item Number	Description	Reason for Return*

\*Reason for Return:  Wrong item received  Wrong item ordered  Does not want  Damaged in shipping  Defective  Other

Comments: \_\_\_\_\_  
\_\_\_\_\_