

Polar Online Store purchases may be returned within seven (7) days. To return an item purchased in Polar Online Store, please contact the Polar Customer Service Team and reference "Polar Online Return". Order support is available via email at customerservice.hk@shoppolar.com or by calling +852-2119 5515 Monday to Friday, 9:30 am to 6 pm (lunch hour: 1 pm to 2 pm) (excluding holidays). Global order support is available via email at globalcustomerservice@shoppolar.fi (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
6/F, Wyler Center II, 192 – 200 Tai Lin Pai Road, Kwai Chung, N. T.
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: _____
