

# ME+EM

## ONLINE RETURNS FORM

**Please Note:** Your order may be delivered in several parcels and at different times.

ORDER DATE:

DISPATCH DATE:

ORDER ID:

INVOICE TO

QTY	STYLE	PRODUCT DESCRIPTION (NAME/COLOUR/SIZE)	PRICE	TOTAL	REASON CODE	REFUND

Thank you for your purchase and we hope you love your ME+EM products. If you are not completely satisfied with any items, you can return them free of charge within 28 days of receipt of your order.

**Please note:** We do not offer exchange orders. Please return your order for a refund and repurchase. Please register and return orders from other order numbers separately. If you need any assistance, please contact Customer Care.

### HOW TO RETURN

To allow us to refund you as quickly as possible, we've taken returns online! This means you'll no longer receive a returns label with your order. Instead, simply follow the steps below to generate your free, printable USPS return label.

- 1) To start your return, head to our returns portal <https://meandem.intelligentreturns.net/main/landing> (you'll need your **order number starting 5000** and your **email address** used to place the order handy).
- 2) Select what items you'd like to return and why. This helps us improve to make sure you love your purchase next time!
- 3) Select your chosen return method.
- 4) Print your return label and attach to the outside of your parcel. Try to cover any old address labels where possible. No printer? No problem, select USPS QR No Printer Required option and the hub will use the barcode to generate your label for you. Download your label or QR code on the website, this will also be emailed to you.
- 5) Fill out the dispatch note included with your order or print out the form created on the returns portal and package this up with your items.
- 6) Done! Your parcel is now ready to be taken to your nearest USPS Hub. (Don't worry, by registering your return online things like customs requirements are taken care of, so you won't need to pay any charges or fill out any further documentation).

You can **track your return** via the website <https://meandem.intelligentreturns.net/tracking>. For more information please **visit** [www.meandem.com/us/returns](http://www.meandem.com/us/returns). Alternatively, you can contact our Customer Care team at [enquiries@meandem.com](mailto:enquiries@meandem.com)

**SUB  
TOTAL:  
POSTAGE:  
DISCOUNT:  
TOTAL:**

**ONLINE** [www.meandem.com/us](http://www.meandem.com/us)  
**EMAIL** [enquiries@meandem.com](mailto:enquiries@meandem.com)  
**PHONE** 1-800-346-3108

### RETURN CODES:

- (1) Ordered more than one size
- (2) Ordered more than one colour
- (3) Looks different to image
- (4) Doesn't suit me
- (5) Too big
- (6) Too Small
- (7) Item arrived Faulty
- (8) Incorrect item/order received
- (9) Parcel arrived late
- (10) Too short
- (11) Too long
- (12) Colour different to image
- (13) Quality not as expected