



every day. everywhere.

kokopax®

exchange/return form

At kokopax® we take great pride in the quality and safety of our products. However, it may occasionally be necessary to exchange or return a purchase. Merchandise to be exchanged or returned must be in its original condition and must be unwashed, unused and in the kokopax packaging. Exchanges and returns must be completed within 30 days from the date of purchase. Defective merchandise can be replaced within 90 days of the original purchase date. Only product purchased at www.kokopax.com will be accepted.

EXCHANGE/RETURN INSTRUCTIONS:

COMPLETE FORM:

1. Please call our customer service specialist at 702.795.4130 between regular office hours (9am-5pm PST) to get a return authorization number. Please write the authorization number on the space provided on the exchange/return form. Complete the exchange/return form and include it with your package. Failure to do so may delay processing. [Click here for the return form.](#)

PROVIDE ACCURATE INFORMATION:

2. Provide the billing and ship-to information. For exchanges, provide check or credit card information for shipping charges in the amount of \$10.00 (US). If requesting a return, please provide the original credit card information used at the time of purchase. Please note: refunds will be made in the same form of payment as the original purchase. For credit card refunds, please allow 1 - 2 billing cycles for the credit to appear on your credit card statement.

PACK IT UP:

3. Package the merchandise to be exchanged/returned in the original kokopax shipping materials. When shipping merchandise for an exchange or return, kokopax highly recommends using a delivery service such as UPS or FedEx which provide a tracking number for your shipment. kokopax is not responsible for any lost or damaged merchandise and does not reimburse shipping charges.

SHIP IT OFF:

4. Ship your package to: [kokopax, llc](#)
[2190 East Pebble Road, Suite 200](#)
[Las Vegas, NV 89123](#)

Original Date of Order: _____ Order #: _____
Return Authorization #: _____

Items to be Returned:

Style #	Description	Size	Reason Code

Items Requested for Exchange: *(For a refund, please leave this section blank)*

Style #	Description	Size

Reason Codes:

- 1 - Changed mind
 - 2 - Didn't fit properly
 - 3 - Didn't like style/color
 - 4 - Too big
 - 5 - Too small
 - 6 - Received incorrect product
 - 7 - Damaged/defective: if so, please describe accurately
- _____

Thank you for taking the time to provide accurate answers. kokopax® seeks to provide the best quality products for its customers.

Billing Information: Visa MasterCard Amex

Cardholder Name: _____

Credit Card #: _____

Expiration Date: _____

Billing Address: _____

Signature: _____

Ship To:

Name: _____

Address: _____

Phone #: _____

Email: _____