



Need to return something?

Question? Email us at info@ka-pok.com

if something is not right, or you would like a exchange:

1. Send us an email right away if you want us to reserve another size/product for you.
2. Fill out this form
3. Enclose this form with your parcel and send it back to us. Retail a proof of postage.

Your information

Name

Email

Order no.

Fill out the form and send it back to us with the item(s) within 14 days of your delivery

Product name	Refund	Exchange	Reason for exchange/return	Replacement size	Replacement item	Other info
	<input type="checkbox"/>	<input type="checkbox"/>				
	<input type="checkbox"/>	<input type="checkbox"/>				
	<input type="checkbox"/>	<input type="checkbox"/>				

Exchange Policy

Please mark the package as returned goods and declare the value to 0 (zero) for quicker expedition. The cost of returning the parcel is your responsibility. Send us the package with the dispatch number so that it can be traced. All products must be returned unused. We can not be held liable for packages lost or damaged during transfer.

Please Send to:

5, St Francis Yard, Wan Chai, Hong Kong

Return Policy - For defective products only

We will first try to see if it is possible to repair / remedy the fault / replace the product. If we are unable to replace the product or remedy the fault then we will refund the money. If you can send a photograph of the damage/error this will speed up the process. When we have received the product and approved the claim you will be informed and a new product along with compensation return-shipping costs will be sent to you, or we will refund you for the product and the return-shipping costs.