

In order to get everything sorted out for you as soon as possible please fill in the form below, and follow the instructions:

Items for Exchange/Return:

(Please include brief details of the item(s) that you wish to exchange/return)

Reason For Exchange/Return:

(Please offer a brief description as to why you wish to exchange each item)

If it's an exchange - what new size would you like?

(For descriptions and sizes please visit our website)

May we have your original order code:

(It will be on the email we sent, and within the order documentation that came with the parcel)

Your Address:

(Please include your address details below).

How to exchange:

- 1) Please package all of the items that you are exchanging in safe packaging (please use the original package materials where possible).
- 2) Be sure to include a fully completed copy of this form within your packaging.
- 3) BouMySoti.com / Bountee Ltd. cannot accept any liability for any damage or loss that is incurred to your returned items whilst in the transit of the postal (or delivery) service. So we recommend that you send any items by registered or recorded delivery.
- 4) Please send your returns package to:

MySoti.com
c/o Threadsafe, Inc.
P.O. Box 4814
El Dorado Hills, CA 95762

5) We will endeavour to exchange your items within 28 days. Please retain copies of your original invoice and any email correspondence for your records. Thanks for shopping with MySoti

For more information you can contact our super-friendly customer services at ask@mysoti.com. And we really did mean it when we said "Thanks!" - we hope to see you again soon...