

**FAIZORA**  
**Return & Exchange Form**

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 **CUSTOMER CARE PROMISE**

At FAIZORA, every product is created with intention, elegance, and care. If your order is not perfect, we are here to resolve it with respect and fairness.

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 **CUSTOMER INFORMATION**

Full Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_ Order No: \_\_\_\_\_  
Date of Purchase: \_\_\_\_\_

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 **PRODUCT DETAILS**

Product Name: \_\_\_\_\_ Size (ml): \_\_\_\_\_ Quantity: \_\_\_\_\_  
Reason for Return/Exchange: \_\_\_\_\_

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 **REQUEST TYPE (Tick one)**

Return (Refund)  Exchange  Damage/Leakage  Wrong Item  Other: \_\_\_\_\_

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 **PRODUCT CONDITION**

Unopened/Sealed  Lightly Used  Damaged on Arrival  Missing Parts

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 **CUSTOMER MESSAGE**

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 **RETURN GUIDELINES**

• Request within 7 days of delivery • Product should be in original condition where possible • Used or altered items may not qualify • Shipping charges non-refundable unless FAIZORA fault • All claims subject to inspection

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**FAIZORA COMMITMENT**

We value your trust. Every request is handled with care, fairness, and transparency to ensure a long-term relationship.

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 **CONTACT FAIZORA**

Website: <https://faizora.com> , WhatsApp: +92-323-0788888, Email: [care@faizora.com](mailto:care@faizora.com)

Response Time: 24–48 Hours | Hours: Mon–Sun 10AM–10PM (PST)

**FAIZORA — Where every fragrance carries emotion, and every customer is family.**