Exchange/Return Merchandise Authorization Form

Dear Customer,

Thank you for purchasing skate products from VATTUI Company Limited, that you buy for Atomskate collections (Luigino, Jackson, Atom Wheels, Bionic Bearings and Atom Protective Gear). We regret that you have experienced some problems. We are committed to your satisfaction and will happily process your return/exchange accordingly to our policies, but please follow our procedures. To exchange the item, please follow the steps below:

1. To ensure that you are properly credited, obtain Return/Exchange Merchandise Authorization Number (RMA#) by sending an e-mail to vattuicompanylimited.com. You must have the RMA and product receipt before any exchanges are accepted by VATTUI COMPANY LIMITED. No exchanges are accepted without an RMA number and receipt number.
2. Pack the product/s securely using original packing material. Remember, this is still your property and therefore, we will not be responsible for any shipping damage.
3. Write the Return Merchandise Authorization Number on each package returned.
4. Include the following information on our separate Return/Exchange Work Sheet.

a. Return Merchandise Authorization Number.

b. Your Name, shipping address, and daytime telephone number.

c. Model and description of the product(s) you want to exchange for.

d. Description of the problem(s) – please, be specific.

e. Proof of Purchase (copy of your invoice, email, or your packing slip) – must indicate purchase date.

5. Use Thailand Post, EMS, UPS, FedEx or other Thailand currier delivery (Grab, Flash, Kerry, Ninjaman, etc..). Include tracking number to ship the package(s) to the following address: Returns VATTUI COMPANY LIMITED 127 Moo 9, Jomtien Beach Road Soi 20, Nongprue, Banglamung, Chonburi 20150 Thailand.

6. The shipment must be prepaid and insured. We will not accept “freight collect” shipments.

7. E-mail a copy of this form completed to vattuicompanylimited@gmail.com and include the tracking number of the package(s) with returned goods. Exchanges are processed within 10 days of receipt, and refunds are credited or mailed within 60 days of processing. A 10% restocking fee is applied to cover our return processing, credit card fees, packing, shipping, and other restocking expenses, unless an error is made on our part. Shipping charges are not refundable. A higher restocking fee will be charged for any damage done to the items or if the items are returned in not-as-new condition.

Best Regards,

VATTUI COMPANY LIMITED

Return/ Exchange Work Sheet

ALL RETURNS SHIPPED TO: 127 Moo 9, Jomtien Beach Road, Nongprue, Banglamung, 20150 Chonburi Province

RMA#

Shipping Company:

Shipping Tracking Number:

Daytime Phone:

Evening Phone:

E-mail Phone:

Model Number or Description of Returned Product (s):

Model or Description of Product (s) you want in exchange:

Description of problems:

Attach Proof of Purchase (copy of your invoice E-mail or your packing slip) Please indicate date of purchase.

Name: Address

City: Province Country

Payment method for balance owing on exchange only: Check appropriate