

Returns & Exchanges

By processing your payment and completing an order with us, you agree the following terms and conditions regarding the return of your purchase.

At 69Slam we want all our customers to be 100% happy with their purchases. However, we know that online shopping doesn't always go the way you planned.

If this occurs, your items should be returned within 10 days after it's been delivered, in original condition, to be eligible for the reimbursement.

Please note that when returning an item, you will be required to cover the cost of postage.

The return should be sent to the following address:

PT Harmattan Indonesia
Jln Tegal Sari no 23b
Berawa - Canggü
Indonesia 80361

Return orders must include a completed returns form.

Our return policy:

- All returns will be issued via PayPal.
- Please allow 3 business days for your return to be processed from the date that the returned item is received by 69Slam. You will be informed once this transaction has been processed via email.
- Items will only be approved for a reimbursement if they are returned with the original proof of purchase and in their original condition, i.e: tags still attached, unworn, unwashed, unstained and unperfumed.
- We do accept items on sales.
- Return shipping has to be covered and paid by the customer.

Our exchange policy:

- Complete the return invoice and enclose with your merchandise.
- All invoice that we sent with shipment should be included with return shipment.
- Please pack the items in a secure parcel. Be sure to complete all information on your form and input the correct address.

Returns which don't comply with the above criteria will not be accepted and refunded.

Please understand that your exchange good will be returned only after we have received your parcel.

We do not cover shipping fee from us to you which cost 25€//\$ that you have to pay via PayPal.

We also recommend that customers ask for proof of postage when the items are posted so that you can give us your AWB number to be able to track your shipment on our side.

For any queries, please send your email to info@69slam.com or check the F.A.Q on our website <http://www.69slam.com/>