

## RETURNS & EXCHANGES

Lingerie is obviously a very personal purchase, so our return and exchange policy is designed to ensure you find the perfect lingerie while maintaining strict attention to hygiene. Items may be returned or exchanged within 30 days of receipt, provided that they HAVE NOT BEEN WORN, ALTERED OR WASHED. ALL tags and shields MUST be attached. Defects, while rare, may be brought to our attention anytime for possible exchange or store credit. "Sale" items are final sale. Items purchased at less than full price using a promotion may be returned for store credit. Items purchased at less than full price using a discount code may be returned for store credit or refund. For your safety, we DO NOT accept returns or exchanges on adhesive accessories or personal care products. Please be sure that you have reviewed our return policy at: <http://www.journelle.com/customer-care>

To return an item, follow the five steps below:

**Step 1** Fill out shipping information:

Name \_\_\_\_\_ Email \_\_\_\_\_  
 Address \_\_\_\_\_ Suite/Apt. \_\_\_\_\_ City \_\_\_\_\_  
 State \_\_\_\_\_ Zip \_\_\_\_\_ Country \_\_\_\_\_ Telephone \_\_\_\_\_  
 Original Invoice # \_\_\_\_\_

**Step 2** How would you like us to handle your return/exchange?

- Exchange     Store Credit     Online Credit Automatically Made Available Under Your Account     Refund

**Step 3** List item(s) you are returning, including reason for return:

REASON (find code)	ITEM DESCRIPTION	SIZE	COLOR	PRICE

**Reason for Return (fill in letter above)**

- A. Damaged/Defective
- B. Wrong Size
- C. Incorrect Item Shipped
- D. Ordered wrong product
- E. Not as Described
- F. Not as pictured
- G. Shipping Damage

- H. Arrived Late
- I. Dissatisfied (explain)

Additional comments:

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Step 4** List item(s) you want for your exchange: (skip this step if applying for merchandise credit or refund)

\*Because we pride ourselves on offering the newest fashion merchandise all year round, we can't guarantee the item will be in stock – but we'll try our best!

ITEM DESCRIPTION	SIZE	COLOR	PRICE	QUANTITY	TOTAL PRICE

Payment Information: please complete this portion if the value of your exchange exceeds your original purchase. If applying for a refund, please include the information for the card you used to make your purchase:

- MasterCard     Visa     American Express     Discover

Card number: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

Security Code: \_\_\_\_\_ Signature: \_\_\_\_\_

**Step 5** Enclose and Return:

Please enclose this "Returns & Exchanges" along with the merchandise in its original condition with all tags attached to 3 East 17th Street, New York, NY 10003. Sorry, but we cannot refund original or return shipping costs, or take responsibility for lost merchandise. Contact us if you'd like a return shipping label. Upon receipt of your return/exchange, please allow up to 15 business days for your credit or exchange to be processed and posted. Should you have additional questions or comments, please call 1-888-885-6876 or email us at [info@journelle.com](mailto:info@journelle.com)

