

## 1 COMPLETE THIS FORM

If you wish to return or exchange any items from your order, **please complete this form and include it with your return shipment.**

## 2 PACK MERCHANDISE

Please make sure that this form and the item(s) you wish to return are included with your return shipment.

## 3 SHIP

Send your return or exchange by **REGULAR POST** to:

**Jack & Lily Footwear  
Returns/Exchanges  
1680 West 75th Avenue  
Vancouver, BC  
V6P 6G2 CANADA**

**\*\*Do not** use a courier company like FedEx or UPS. Any packages sent via any method other than regular post will be **REFUSED**

## 4 PROCESSING

Returns are refunded to the original method of payment.

Once items are received, we will process the return or exchange within 1-2 business days.

## ORDER #:

## CUSTOMER INFORMATION

### ORIGINALLY PURCHASED BY:

NAME
ADDRESS
CITY
PROV/STATE
ZIP/POSTAL CODE
DAYTIME PHONE

### SHIPPING INFORMATION (IF DIFFERENT)

NAME
ADDRESS
CITY
PROV/STATE
ZIP/POSTAL CODE
DAYTIME PHONE

## RETURNS ONLY

We gladly accept returns within **60 days of original purchase for shoes that are NEW and UNWORN.** When we process your return, you will be refunded the amount paid for the item(s). Shipping fees are non-refundable.

STYLE   SKU	SIZE	QUANTITY	REASON

## EXCHANGES ONLY

If you want to exchange the item(s) for another style(s), please fill out this section. We do not offer price adjustments on sale items. If exchanging a sale item for a regular priced item, the customer is responsible for paying the price difference. You will be charged a shipping fee for your new item(s).

### STYLE(S) TO BE RETURNED

STYLE   SKU	SIZE	QUANTITY

### NEW STYLES

STYLE   SKU	SIZE	QUANTITY

## AUTHORIZATION

We require your credit card information to process exchanges, as credit card information is not kept on file.

CREDIT CARD TYPE \_\_\_\_\_  
 NUMBER \_\_\_\_\_  
 EXPIRY \_\_\_\_\_ CVC# \_\_\_\_\_

Please call me for my credit card information  
 PHONE \_\_\_\_\_