

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 via **United States Postal Service** 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. Packages sent via any method besides 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	<input type="text"/>
ADDRESS	<input type="text"/>
CITY	<input type="text"/>
STATE	<input type="text"/>
ZIP	<input type="text"/>
DAYTIME PHONE	<input type="text"/>

SHIPPING INFORMATION (IF DIFFERENT)

NAME	<input type="text"/>
ADDRESS	<input type="text"/>
CITY	<input type="text"/>
STATE	<input type="text"/>
ZIP	<input type="text"/>
DAYTIME PHONE	<input type="text"/>

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
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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 \$15 plus applicable taxes to ship your new item(s).

STYLE(S) TO BE RETURNED

NEW STYLES

STYLE SKU	SIZE	QUANTITY	STYLE SKU	SIZE	QUANTITY
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

AUTHORIZATION

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

CREDIT CARD TYPE <input type="text"/>	<input type="checkbox"/> Please call me for my credit card information
NUMBER <input type="text"/>	PHONE <input type="text"/>
EXPIRY <input type="text"/>	CVC# <input type="text"/>