## Return/Exchange Form

| STEP 1  |               | STEP 2   |                       |   |                                    |              |  |
|---|---------------|--|-----------------------|---|------------------------------------|--------------|--|
| Fill out Contact/Ship To Information                                  |               | List items you are                                     | returning including r | eason for return. (See                        | chart below)                       |              |  |
| ORDER #   | REASON        | ORDER NUMBER   | DESCRIPTI             | ON COLOR                                      | R SIZE                             | QTY          |  |
| NAME  |               |  |                       |   |                                    |              |  |
| ADDRESS   |               |  |                       |   |                                    |              |  |
| CITY  |               |  |                       | -   |                                    |              |  |
| STATE ZIP   |               |  |                       |   |                                    |              |  |
| DAYTIME PHONE NUMBER []   |               |  |                       |   |                                    |              |  |
| EVENING PHONE NUMBER ( )  |               |  |                       |   |                                    | $\mathbf{H}$ |  |
| E-MAIL  |               |  |                       |   |                                    |              |  |
|   |               |  |                       |   |                                    |              |  |
| REASON CODES: Enter the reason code in step 2.                        |               |  |                       |   |                                    |              |  |
| FIT QUALITY   |               | SERVICE  |                       | OTHER   |                                    |              |  |
| 1. Too Small 11. Damaged/Defective                                    |               | 21. Not as exp   |                       | 31. Changed mind 32. Did not like style/color |                                    |              |  |
| 3. Too Narrow 13. Poor Quality  |               | <ul><li>22. Arrived to</li><li>23. Ordered 2</li></ul> |                       | <b>32.</b> Did no <b>33.</b> Did no           | t like style/colo<br>t like fabric | r            |  |
| 4. Too Wide 14. Comfort not as expected 5. Too Long                   |               |  |                       |   |                                    |              |  |
| 6. Too Short  |               |  |                       |   |                                    |              |  |
|   |               |  |                       |   |                                    |              |  |
| CTED 2  |               |  |                       |   |                                    |              |  |
| STEP 3  How would you like us to handle your return/exchange?         |               |  |                       |   |                                    |              |  |
| ☐ Exchange Item (Please fill out reorder section below)               | ☐ Gift C      | Card   |                       |   |                                    | ,            |  |
| ☐ Refund in form of original payment                                  | □lam          | returning a gift.                                      | Please send:          | ]Exchange □G                                  | ift Card                           |              |  |
| <u> </u>  |               |  |                       |   |                                    |              |  |
|   |               |  |                       | î   |                                    |              |  |
| STEP 4 EXCHANGE ITEMS:  |               |  |                       | 0   | V                                  |              |  |
| ORDER DESCRIPTION SIZE COLOR  | R QUA         | ANTITY PRICE   | TOTAL                 | XW  | X                                  |              |  |
| NUMBER  |               |  |                       |   |                                    |              |  |
|   |               |  |                       | UT  |                                    |              |  |
|   |               |  |                       | n   | 0                                  |              |  |
|   |               |  |                       | ~V  | V.                                 |              |  |
|   |               |  |                       | $(X\alpha)$                                   | \M                                 |              |  |
|   |               |  |                       | 0 00  | ′''                                |              |  |
| 1 1   |               | 1 1  |                       |   |                                    |              |  |
| STEP 5  | o Alo o       | of vous market   | aa maayida a          | of nouncest                                   |                                    |              |  |
| METHOD OF PAYMENT: If the total of your exchange or new order exceeds | s the value ( | of your return, plea                                   | se provide a method   | of payment.                                   |                                    |              |  |
| ☐ American Express ☐ Discover   |               | ] MasterCard   |                       | □Visa   |                                    |              |  |
| Card Number   |               |  |                       | Evnination Date                               |                                    |              |  |
|   | 1 1           |  |                       | Expiration Date                               | / /                                |              |  |
| Gift Card   |               |  | PIN                   |   |                                    | Ш            |  |
| STEP 6 Enclose the return form with merchandise.                      |               | E AVE 1 OC AN  | SELES CA 90066        |   |                                    |              |  |

Please see next page for complete policy details.

Returns, 4019 COOLIDGE AVE, LOS ANGELES, CA 90066

# **Returns and Exchanges**

We get it. Returns and exchanges happen and we have attempted to make the process simple for you!

#### **Key Points:**

Orders that are returned within 30 days of purchase will be fully refunded.

Please note that shipping fees are non refundable.

Unless you received the wrong item or the clothing was damaged or defective in some way, we ask that you pay the return shipping costs.

### A few simple guidelines:

- We ask that all clothing be returned in its original new condition. Items must be unworn, unwashed, brand new, clean condition with tags attached, and if possible, in the original packaging.
- All returns are subject to inspection and we reserve the right not to accept returns that are damaged, stained, or smell of perfume, deodorant or laundry detergent. Please know that we are a small company run by two with a low inventory. Your return or exchange will most likely find a new home with another mama, so please preserve the original packaging of the clothing as much as possible.
- We will credit your original method of payment. Allow up to 14 days from the time your return is received for us to process your refund.
- We recommend shipping your return via a track-able method. Without proof of delivery, we cannot assist if a return is lost in route.
- Items must be returned or exchanged within 30 days of purchase. No exceptions.
- Please print out and complete the return/exchange form and include it in your package

#### **Exchanges:**

- If you wish to exchange an item(s) that you purchased for a different size or color, we will be happy to send the new item(s) out to you FREE of additional shipping charge, within the U.S. only.
- You must however, pay to ship the item(s) back to us and we regret that we are not able to refund your original shipping charge.
- Please print out and complete the return/exchange form and include it in your package, indicating what you would like in exchange.
- If you are requesting an even exchange, we do not price adjust if the current price is now lower than the original price paid. Please allow up to 7days from the time your exchange is received to process it and ship out your new item(s). If you need your item sooner, please indicate so on the return form, and we will do our best!

We aim to make you happy and ask that you give us another try. Please reach out to us (info@jaxanddash.com). We'd love to help you find something that you love and contribute to making your nursing experience even more beautiful and comfortable!