

# JERSEY GIRL

Order Number

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**Not happy with your order? No problem!**

We want to make sure that you're happy with your order. If you change your mind, we will gladly exchange or refund your item(s). In order to do this, we will need:

- Item(s) unworn in original packaging and in a resaleable condition (no make-up/fake tan marks. etc)
- Item(s) unwashed/unaltered and with original tags attached.
- Item(s) to be returned via Royal Mail with proof of postage within 28 days of you receiving your order.

We will drop you an email when we receive your returned item. Please allow 10 days for your refund to be processed to your payment method.

Return postage costs will be at your own expense, however if the item(s) you wish to return is faulty or not as ordered, contact [customercare@jerseygirlofficial.com](mailto:customercare@jerseygirlofficial.com) before posting your return.

If you would like to exchange your item(s), return postage will be at your own cost but we will send out your replacement size for free.

Qty	Product Code	Description	Size	Refund (Please Tick)	Reason Code	Exchange <sup>o</sup> (Please Tick)	New Size <sup>o</sup>

REASON CODE:

- A = Ordered multiple sizes
- B = Item does not fit
- C = Changed mind
- D = Item is incorrect
- E = Item not as described
- F = Item is damaged/faulty

<sup>o</sup>Please note we can offer exchanges for UK customers only. Exchanges are subject to availability. We can only exchange items for a different size. If you require another style, please return your item and then place a new order.

We do not accept exchanges on any international orders. Only refund.

Need help? Drop us an email at:  
[customercare@jerseygirlofficial.com](mailto:customercare@jerseygirlofficial.com)

**JERSEYGIRLOFFICIAL.COM**

Please send all returns to:

Spitalfields House  
1 Stirling Court Yard  
Stirling Way  
Borehamwood  
WD6 2FX  
United Kingdom