

RETURN FORM



STEP 1

Fill Out Contact / Ship To Information

Order # _____
Name _____
Address _____
City _____
State _____ Zip Code _____
Phone _____
E-mail _____

Return Policy

Eligible items may be returned for Store Credit only. Returns must be returned within 30 days of the ship date received. **Returned items must be in original condition, unused and in original packaging.** We do not offer refunds or exchanges. We will gladly issue store credit in the form of an e-gift card to the email address on file. Store credit can be used immediately and never expires. When returning, we recommend using a traceable service such as USPS flat-rate shipping. Please also remember that you are responsible for return shipping charges.

Final Sale Items (Non-Returnable, No Exceptions)

All items purchased during a sale or promotion are non-returnable.

Have any questions?

Contact our Customer Service team by e-mail at hello@bijoucandles.com. We're available Monday to Friday, from 9AM-6PM EST.

STEP 2

List items you are returning including reason for return (see chart below).

Item Name / Description	SKU	Quantity	Price	Reason Code

Reason Codes	
A - Not as expected	D - Wrong item ordered
B - Changed my mind	E - Arrived too late
C - Did not like it	F - Other Reason

STEP 3

Enclose this form with merchandise. Return through any shipper or insured mail, preferably with tracking, to this address:

Bijou Candles
485 West 129th Street
Unit 1052
New York, NY 10027