



RETURNS FORM

Your return request will be processed within **10 working days**, from the date we receive your parcel. Upon sending back the item(s) to us for exchange purposes, you are deemed to have **read, understood, and agreed** to the conditions stated in our return policy.

ORDER NUMBER:

CUSTOMER NAME:

Generally not satisfied with the item

(item name) _____

_____, and would like to have a refund via store credits.

Size didn't fit well.

Ordered more than 1 size.

Not as expected.

Others: _____

Defective item received (item name): _____

Defected item description (Please state clearly where the defect is so that we can verify):

Joyeus will reimburse postage **and refund in store credits via a gift card to your email address used in your above-mentioned order.*

Incorrect Item received (item name): _____

Joyeus will reimburse postage **and refund in store credits via a gift card to your email address used in your above-mentioned order.*

For official use:

Date processed: _____

Valid Rejected and notified on _____ (date).

Note:

1. Kindly take a read on our guidelines for Returns on Page 2.
2. Our return address is **My Mail Box 884163 Singapore 919191**.
3. For returns via Speedpost and/or above 3KG (approximately 6-10 pieces of apparels), please contact us at contactus@shopjoyeus.com.



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Please take note the following before you submit a return request.

1. For your return to be valid, it must be posted within the 14 days from your order's delivery date. Late returns will be duly declined.
2. Item must be purchased directly from us at www.shopjoyeus.com.
3. Item must be returned in original condition with intact packaging (i.e item cannot be worn, ironed, altered, damaged, or washed, etc.).
4. Tags must be intact for item returned.
5. All original parts and accessories must be included.
6. Items purchased using Store Credits, Promotional Codes, and/or under Finale or Accessories category are **NOT** eligible for Returns, unless in special circumstances.
7. Kindly note that orders paid with a giftcard beginning with a similar format (e.g. **NORETURN1078XXXX**) **ARE NOT** be eligible for return. Any item being sent back to us will be rejected.
8. Please pack the return item(s) securely. You may re-use the original packaging or any other form of packaging. Joyeus is unable to reimburse packaging material costs for returns.
9. Joyeus will not be liable for lost mail. It is advisable to send your parcel to us via a delivery method that allows delivery tracking.
10. Returns will be acknowledged and processed within 10 business days after we received your parcel.
11. You will be refunded the purchase amount for the item (at time of purchase) in the form of shopping credits / gift cards. Any discount, rebate, or promotion may be pro-rated accordingly.
12. Postage charges paid for completed orders are non-refundable.
13. Joyeus reserves the right to reject your size exchange or return request if your item do not meet the above conditions or deemed suspicious.
14. For more information, please refer to:
<https://www.shopjoyeus.com/pages/returns>.