

journelle

We want you to love your lingerie,
it's as simple as that.

If it doesn't fit, isn't right, or you just aren't totally in love with it, don't fret. Most items may be returned within 14 days of receipt.

If you want to talk about what didn't work (and why) we'd love nothing more! Just get in touch with one of our customer care experts via phone (888) 885-6876 M-F 10am-6pm, EST), or email (help@journelle.com) and we can help you find something you love.

WE ACCEPT RETURNS OR EXCHANGES ON ITEMS:

- Within 14 days of receipt.
- With all tags and shields attached.
- Full priced items that have not been worn, altered or washed.

All full price underwear, bodysuits, and swim bottoms are size exchange only. We reserve the right to refuse exchanges if product is damaged or dirty. Unfortunately, we cannot accept returns or exchanges on face masks, accessories, adhesive accessories, curated gift boxes, hosiery, or personal care products once opened (we're sure you understand why). All sale products are final sale and we do not offer price adjustments.

Refunds will be processed to the original form of payment.

Please keep proof of return shipment.

No Refunds on Returns / Exchanges' Shipping.

For more info, check out our returns page:
www.journelle.com/pages/returns

For your convenience, you are also welcome to return your online order at one of our Journelle locations:
www.journelle.com/pages/stores

TO MAKE A RETURN, SIMPLY:

1. FILL OUT SHIPPING AND ORDER INFORMATION

☐

This order was a gift!

Name: _____ Phone Number: _____

Order #: SO-ECOM or CS-ECOM

Email: _____

Address: _____

2. WOULD YOU LIKE A:

☐

Refund to the original payment

☐

Make an exchange

☐

Store Credit in the form of a gift card
to be emailed to: _____

3. ITEMS YOU ARE RETURNING:

| ITEM | REASON FOR RETURN OR ITEM EXCHANGING FOR |
|------|---|
| | |
| | |
| | |
| | |

REASON FOR RETURN (fill in letter above)

A. Damaged/Defective

D. Not as pictured/described

B. Wrong Size

E. Arrived late

C. Incorrect item shipped

F. Dissatisfied

COMMENTS ABOUT RETURN

4. ENCLOSE AND RETURN:

Please ship this completed form along with the merchandise to:

JOURNELLE RETURNS
14 E 17TH STREET
NEW YORK, NY 10003