

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.

ELIGIBLE FOR RETURNS/ EXCHANGES

- Products purchased within 14 days of receipt.
- Product has original tags and shields attached.
- Full priced items that have not been worn, altered or washed.

FINAL SALE:

- Underwear, swim bottoms, and bodysuits.
- Packaged products such as face masks, accessories, adhesive products, hosiery, and personal care products.
- Items on sale.

In consideration for our team and all of our customers we may refuse exchanges on products that show signs of being worn. 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