



Product Return and Exchange Form

Name	
Order #	
Email	

(Check one)

Return Exchange

Item you are returning	Reason	Item you want

Lily Jade Returns Policy

We accept returns for refund or exchange up to **30** calendar days from the date of delivery for the original order.

What makes a bag new and unused? When you receive a bag from Lily Jade, we encourage you to “try it on.” Unwrap it, test pack it, play with the backpack feature, look it over, wear it while you strut your stuff down the hallway and put a fashion show on for your family. Just don't get it dirty or haul it around town for a day of running errands!

Bags that have clearly been used are not eligible for refund or exchange and will be returned to you.

We know it's difficult when you can't see or feel your bag “in person” before you buy. However, if you are returning or exchanging the bag because you don't like the color, size, or style, you are responsible for the cost of shipping it back to us. It's part of the cost of doing business online, and we appreciate your understanding! If you're exchanging your bag, we will cover the cost of shipping for your **new** Lily Jade.

Sign:

Date:

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