

1 COMPLETE THIS FORM

If you wish to return or exchange any items from your order, **please complete this form and include it with your return shipment.**

2 PACK MERCHANDISE

Please make sure that this form and the item(s) you wish to return are included with your return shipment.

3 SHIP

Send your return or exchange via **United States Postal Service** to:

**Jack & Lily Footwear
Returns/Exchanges
1680 West 75th Avenue
Vancouver, BC
V6P 6G2 CANADA**

****DO NOT** use a courier company like Fedex or UPS. Packages sent via any method besides regular post **will be refused.**

4 PROCESSING

Returns are refunded to the original method of payment.

Once items are received, we will process the return or exchange within 1-2 business days.

ORDER #:

CUSTOMER INFORMATION

ORIGINALLY PURCHASED BY:

NAME
ADDRESS
CITY
STATE
ZIP
DAYTIME PHONE

SHIPPING INFORMATION (IF DIFFERENT)

NAME
ADDRESS
CITY
STATE
ZIP
DAYTIME PHONE

RETURNS ONLY

We gladly accept returns within 60 days of original purchase for shoes that are **NEW and UNWORN**. When we process your return, you will be refunded the amount paid for the item(s). Shipping fees are non-refundable.

STYLE SKU	SIZE	QUANTITY	REASON

EXCHANGES ONLY

If you want to exchange the item(s) for another style(s), please fill out this section. We do not offer price adjustments on sale items. If exchanging a sale item for a regular priced item, the customer is responsible for paying the price difference. You will be charged \$7 plus applicable taxes to ship your new item(s).

STYLE(S) TO BE RETURNED

STYLE SKU	SIZE	QUANTITY

NEW STYLES

STYLE SKU	SIZE	QUANTITY

AUTHORIZATION

We require your credit card information to process exchanges, as credit card information is not kept on file.

CREDIT CARD TYPE _____

NUMBER _____

EXPIRY _____ CVC# _____

Please call me for my credit card information

PHONE _____