

**Instructions to Return Items:**

Download a copy of the return form and return the order yourself via USPS, FedEx or any other traceable method. We encourage you to insure your package.

Return Address:

JAXJOX
Returns Dept.
Centrus Park, Arenson Way
Houghton Regis
LU5 5BU
United Kingdom

*****Refunds CANNOT be processed until we received your package**

ITEM #	ITEM NAME	RETURN QTY	RETURN REASON CODE

REASON FOR RETURN CODES

- 10** Wrong fit purchased
- 21** Item not as represented
- 22** Quality not as expected
- 31** Product defective
- 32** Durability
- 42** Damaged during shipping
- 43** Wrong item received
- 44** Wrong color/size received
- 52** Changed mind

Questions? Contact a customer care team member anytime. Email: customer.services@jaxjox.com Phone: **44 (0) 15826 70100**

GUARANTEED SATISFACTION

JAXJOX wants you to be 100% happy with your purchase experience. We hope you love everything you receive from us, but if you're less than 100% satisfied, please contact customer service team, within 30 days of your purchase, at **44 (0) 15826 70100** or customer.services@jaxjox.com so that we can make it right.

RETURNS & EXCHANGES:

Please allow 14 days for us to receive and process your return. Original shipping and handling fees are not refundable. We'll credit or refund the value of the items returned and any taxes you were charged less the original shipping charges and UPS Return Label return charge, if you choose this option. Please contact Customer Relations for more information regarding our return policies. Credit card adjustments should appear within two billing cycles.