

Invoice#: \_\_\_\_\_

**RETURN/EXCHANGE FORM**

Date: \_\_\_\_\_

Customer Name: \_\_\_\_\_  
*First Name* *Last Name*

- ☐
- Return (for a refund)
- 
- ☐
- Exchange (see below)

## Reason for Return or Exchange

- ☐
- Didn't like fit
- 
- ☐
- Didn't like garment
- 
- ☐
- Need a different size
- 
- ☐
- Changed my mind
- 
- ☐
- Received wrong item(s)
- 
- ☐
- Damaged/Defective
- 
- ☐
- Other

Return Address:**Jean Andre et Cie  
710 Ruberta Ave  
Glendale Ca 91201  
ATTN: Returns Dept.**Exchange items(s) for:

Original Style#	Color	Size	Price		New Style#	Color	Size	Price	Comments

**PLEASE NOTE: RETURNS WILL ONLY BE ACCEPTED WITHIN 30 DAYS OF YOUR INVOICE DATE:** All returns MUST have original tags, attached, unworn, and in re-saleable condition. In addition, we recommend sending your return via US Postal Insured Priority mail or UPS as we are NOT responsible for lost package.

**Return Policy**

- Every garment is satisfaction guaranteed or you may return it for a refund of the item price (not including shipping).
- Customers will be responsible for all shipping costs unless the garment(s) received was damaged.
- All returns must be sent back within 60 days of the invoice date.
- All returns MUST be in saleable condition and include the original packaging with tags attached.
- Invoice # and Billing Name must appear on the Return/Exchange form.
- Due to state laws and health regulations all underwear\*, hosiery, food items, embroidered items, silicone products, and adhesive products are non-returnable. See website for additional exclusions and information.

\*Padded panties are excluded.

**How to Return**

- Fill out the Return/Exchange Form and a enclose a copy of your invoice in your package.
- In a sealed insured package, mail your package to Jean Andre (address provided above) along with your return form.
- Please allow 3-5 business days for your return to be processed pending quality control inspection.
- Please note that your exchange item may be out of stock by the time your return is received. You will be notified via email if this should occur.

**Thank you for shopping with us. Please visit us again soon!**