

Return/Exchange Form – Jay Elle Store <https://jayellesongs.com/store/>

<p>ONLY REGULAR PRICED ITEMS MAY BE REFUNDED, UNFORTUNATELY SALE ITEMS CANNOT BE REFUNDED.</p> <p>IS THERE A DEADLINE FOR RETURNING SOMETHING FOR A REFUND OR EXCHANGE? The deadline for Domestic returns/exchanges is 30 days from the original delivery date. The return date will be determined by the postmark on the returned package. The deadline for International returns/exchanges is 45 days from the original delivery date. The return date will be determined by the postmark on the returned package. Please note that any returned order that does not meet these guidelines will be shipped back to the original recipient.</p> <p>WHERE SHOULD I SEND ITEMS I AM RETURNING OR EXCHANGING? Your package should be addressed to: Jay Elle 148 West 70th Street, Suite 8, New York, NY 10023 USA</p> <p>I WANT TO RETURN OR EXCHANGE SOMETHING THAT WAS A GIFT, CAN I DO THAT? We accept returns on orders that were purchased as a gift. Please note that a refund or any financial adjustment made on the order will be applied to the original form of payment only. If you are not the purchaser, the refund will be issued in the form of a Gift Certificate. If you are not the original customer, please include their name and zip code to help expedite the process.</p> <p>WHAT IS NOT REFUNDABLE? The following items or situations are not eligible for a refund or exchange: Items that are washed or worn, undergarments, swimsuits or bikini bottoms, opened CDs, cassettes, videos, DVDs, perishable goods, and digital downloads. And all sale items.</p>	<p>WHAT FORM WILL MY REFUND TAKE? All refunds will be credited to the original payment source. If the original payment source is unavailable we reserve the right to issue an electronic gift certificate and transmit it to the email address provided when the order was placed, or to issue a refund check to be mailed to the billing address provided on the order.</p> <p>WHO PAYS FOR POSTAGE? The customer is responsible for postage fees on all returns/exchanges.</p> <p>ARE THERE REQUIREMENTS FOR HOW MY RETURN/EXCHANGE NEEDS TO BE SHIPPED BACK TO YOU? For any returned merchandise valued in excess of \$100.00 you must send the merchandise using a traceable and insured ship method.</p> <p>WHAT IF MY RETURN IS LOST IN THE MAIL? No refunds will be issued for items not received by our returns department – we recommend you use a traceable ship method to insure successful delivery.</p> <p>IF THERE IS A PROBLEM WITH YOUR ORDER, PLEASE CONTACT US AT THE FOLLOWING E-MAIL ADDRESS: jayelle@jayellesongs.com</p>
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ORDER NUMBER: _____	Return/Exchange may not be processed without complete information.
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Returns:

Please complete Table 1 below, re-package the items you would like to return, and send them to the following address:

Jay Elle 148 West 70th Street, Suite 8, New York, NY 10023 USA

Please use one of the following reason codes for each item returned:

A CHANGED MIND **B** JUST DIDN'T LIKE **C** WRONG ITEM SHIPPED **D** ARRIVED TOO LATE
E DEFECTIVE/DAMAGED (please describe) _____ **F** OTHER (please describe) _____

Table 1

Reason Code	Item Number	Item Description	Item Price	Line Total
			Return Subtotal	\$

Exchanges:

Exchanged merchandise will ship to the same address as the original order unless you specify a different ship-to address below:

New Shipping Address:
Name:
Address:
City:
State:
Zip:
Country:

Table 2

Quantity	Item Number	Item Description	Item Price	Line Total
			Exchange Subtotal	\$
			Exchange Subtotal Less Return Subtotal	\$
			TOTAL DUE	\$

If your TOTAL DUE is a positive number please enclose a check payable to "Jay Elle" for the balance. If you originally paid with a credit card and would like to charge the remaining balance on that card please sign the authorization below.

If your TOTAL DUE is a negative number we will refund the balance to the original payment source. If the original payment source is not available we reserve the right to provide your refund in the form of an electronic gift certificate, or to issue a refund check to be mailed to the billing address provided on the order.

Authorized Signature: _____

- Please note that we can only charge the credit card that was used on the original order.