

J O U R N E Y F I V E

We know you will love your products, but if for any reason, you are not satisfied, please let us know at JOURNEYFIVE.HELP@GMAIL.COM.

Please carefully inspect your item within 24 hours.

Replacements/Exchanges>Returns will NOT be issued after 14 days of receipt of product.

STORE CREDIT/RETURN POLICY:

The buyer is responsible for all shipping charges back and a \$5 per piece re-stocking fee for the returned item. Each additional returned piece will be charged a \$3 re-stocking fee. A **STORE CREDIT ONLY** will be issued for the remaining amount owed.

All items must be returned new, unworn (no make-up or other marks on it), and original tags intact. We will inspect all return packages and reserve the right to deny or exchange if all the above are not met.

If the product is defective, or you received the wrong item, we will take full responsibility and will make sure you get a new product to ensure your satisfaction. Please contact our Customer Service at journeyfive.help@gmail.com, with an attached picture of the defect or incorrect item, and they will get you taken care of.

EXCHANGE POLICY:

The buyer is responsible for all shipping charges back. We are happy to help you exchange your item, however, we cannot guarantee that the product you want will be in stock while your return is in transit back to us.

If you know the item you wish to exchange for we advise you to do the following:

- Email Customer Service at journeyfive.help@gmail.com, let them know what item you would like to exchange for and they will send you a link to purchase the new item.
- Using the link, purchase the item you are exchanging for.
- Print and completely fill out the attached RETURN/EXCHANGE FORM.
- Mail your original item back to us with the completed form.
- **MAKE SURE TO CIRCLE EXCHANGE TO AVOID RE-STOCKING FEES ON YOUR RETURN ITEM**
- When we receive your item back, we will process a refund for the original amount paid.

PLEASE PRINT AND COMPLETE THE ATTACHED RETURN FORM, INCLUDE IT WITH YOUR RETURN/EXCHANGE AND SEND TO:

JOURNEY FIVE
3145 N. 750 E. #4
LAYTON, UT 84041

Let us know if you have any questions

Journey Five

XOXO

PLEASE PRINT AND FULLY COMPLETE FORM and INCLUDE IT WITH YOUR RETURN

PLEASE CIRCLE – ARE YOU RETURNING OR EXCHANGING?

RETURN/EXCHANGE FORM

Order Number(s):

Name:

Email Address:

(EXCHANGES ONLY) Name of Customer Service Rep you contacted:

Product Name	Quantity	Size	Return Code

Return Codes:

1. Item too Large – issue store credit
2. Item too Small – issue store credit
3. Wrong item/Size Shipped (please explain)
4. Damaged (please explain)
5. Exchanged item (new item already purchased)
6. Want to exchange this item – list what you'd like to exchange FOR below (include item name, size, color)
7. Other (please explain)

Comments/Explanations:

SEND RETURNS TO:
JOURNEY FIVE
3145 N 750 E #4, Layton UT 84041

Visit WWW.JOURNEYFIVE.COM to find your new love!