



Thank you for choosing www.JourneyFive.com!

Please inspect your item within 24 hrs. Replacements will not be issued after 14 days.

The Most Common reason for a return is an item not fitting for that purpose we have a 14 day Return/Exchange policy.

Refund/Return Policy:

We accept returns within 14 calendar days after delivery of the product. We are happy to accept your item(s) minus shipping cost if your item is returned to us unwashed, unworn and **within 14 days** from when our tracking shows it was delivered. If it is received after 14 days we will not be able to accept the return.

- Journeyfive.com website customers will receive store credit for returns.
- Deal site customers will receive refunds through the site they originally purchased from.

Here is the information we will need to process your return.

Send Returns To:

Journey Five 88 N Fort Lane Layton UT 84041

PLEASE COMPLETE THE ATTACHED RETURN FORM and INCLUDE IT WITH YOUR RETURN

Once we receive your item you will receive an email confirming your Refund or Exchange.

EXCHANGE:

The Most Common reason for a return is an item not fitting. We cannot guarantee that your product will be in stock while your return is in transit back to us. If you know the item you wish to exchange for, and you want to make sure it isn't sold out before your return arrives, we advise you do the following:

- Email customer service at journeyfive.help@gmail.com and let them know what item you would like to exchange for. They will send you an Invoice to purchase the new item.
- Through the Invoice, purchase the item you are exchanging for.
 - (That way we can send you the item you want asap, without waiting for your return to get back to us.)
- Print and fill out the RETURN/EXCHANGE FORM, selecting 'code 5' as the return code
- Mail your original item back to us with the completed form.
- MAKE SURE TO CIRCLE EXCHANGE AT THE TOP OF THE FORM
- When we receive your return item back, we will process a refund for the original amount paid.

Send Returns To:

Journey Five 88 N Fort Lane Layton UT 84041

PLEASE COMPLETE THE ATTACHED RETURN FORM and INCLUDE IT WITH YOUR RETURN

Once we receive your item you will receive an email confirming your Exchange or credit.

Let us know if you have any questions!

Journey Five Customer Care
journeyfive.help@gmail.com

PLEASE COMPLETE THE ATTACHED RETURN FORM and INCLUDE IT WITH YOUR RETURN

RETURN FORM

Order Number:

Name:

Email Address:

Return Codes

1. Too Large
2. Too Small
3. Wrong Item/Size Shipped (see explanation)
4. Damaged (please explain)
5. Other (please explain)

<u>Product Name</u>	<u>Quantity</u>	<u>Size</u>	<u>Return Code</u>

Comments/Explanations:
