



**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.  
6500 26th Street East,  
Fife, WA 98424

**\*\*\*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](mailto:customer.services@jaxjox.com) Phone: **425 324 3017**

**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 **425 324 3017** or [customer.services@jaxjox.com](mailto: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.