

# JO MALONE

## LONDON

### RETURNS NOTE

Need to return something? We want you to feel confident about shopping with us - you can return any product in its original condition within 14 days from delivery. Products ordered from 18th February 2022 with a valid receipt can be returned up to 30 days following their purchase date. Products ordered prior to this date can be returned up to 90 days following their purchase date.

It's easy, simply follow the instructions below:

1. Fill in the table below, together with your details (please ensure you include your order number and a reason for return).
2. Enclose this form with the item(s) you are returning to us and we will process within 48 hours of receipt.
3. **RETURN ADDRESS: Jo Malone Online Customer Services**, Constellation House, 3 Kite's Croft Business Park, Warsash Road, Fareham, Hants. PO14 4FL.
4. Please ensure you obtain a Proof of Postage when you return the item(s) to us (make sure you keep a copy of the proof of Postage in case we do not receive the returned parcel, as we cannot accept liability for returned goods lost in transit).

**PLEASE NOTE:** For faulty or damaged products, incorrect orders or any other issues not covered in the table below, please contact Customer Services using the contact information at the bottom of this form.

**Name:** .....

**Email Address:** .....

**Address:** .....

**Order Number (on your dispatch note):** .....

Product Code	Product Description	Quantity Returned	Return Code*	Refund Cardholder

\*Reason for return code: A - Unhappy with product, B - Product not as hoped, C - Product ordered in error, D - Other (please state).

For further information please visit our Customer Service pages at [www.jomalone.co.uk](http://www.jomalone.co.uk)