



RETURN FORM

If you wish to return or exchange any portion of your order, please complete the Return Form and include it with your return shipment. All Returns/Exchanges issues must abide to the Terms & Conditions listed.

No	Order ID	Description	Return Reason	Exchange item/ size

Return Reason Code

- 1. Item defective/damaged
- 3. Wrong item received
- 5. Others (please specify)
- 2. Wrong Size
- 4. Item not as described

Return Terms and Conditions

- Item(s) can only be returned or exchanged if there is/are any **defect(s)** found on the item, or the item received is **faulty**. For both mentioned reasons, returning and replacement postages are free and covered by Jannahnoe.
- Only return exchange that has been approved by your customer service personnel thru email will be proceed.
- Kindly send a return/exchange request to wecare@jannahnoe.com prior returning the item. Our customer service personnel will attend to your request within 1-2 working days.
- We recommend all returns to be made via J&T courier service or reputable courier service from your country.
- Refunds and returning postal charges will only be reimbursed in the form of store credit. The amount will be automatically deducted when you place your next order on our website.
- For exchanges, please note that replacement items are subject to stock availability (website).
- Item(s) must be returned within seven (7) working days from received date.
- Returning item(s) must be unworn, unwashed and unaltered, with Jannahnoe tags and packaging still intact.
- Upon acceptance, all returned items will take up to seven (7) working days to be processed by our Returns/Exchanges Department.

If you are unsure of the condition of the items, please contact our Customer Service at 07-554 2016 or email us at wecare@jannahnoe.com

Returns/Exchanges request with following reasons will NOT be accepted:

- *Jannahnoe portrays all items as accurately as possible.*
- *There could be creases as the items are sent via mail. Returns due to creases will not be processed*
- *Jannahnoe is not liable for items that are bought out from any third party. Only returns with correct Order ID will be attended*
- *Any items purchased at discounted price are not eligible for returns/exchanges. This includes both sale and promotional items*