

## EXCHANGE AND RETURN FORM

We hope you love your new Lorna Jane products just as much as we loved creating them for you. We do understand however that sometimes things don't go to plan... If something isn't quite right with your online order and you meet the terms of our 14 day returns policy, please return your items and this form back to:

Lorna Jane  
Att: Lorna Jane Online Return Orders  
950 Great South Road  
Penrose Auckland 1642  
NEW ZEALAND

|                      |  |
|----------------------|--|
| <b>ORDER NUMBER:</b> |  |
| <b>NAME:</b>         |  |
| <b>EMAIL:</b>        |  |

### I WOULD LIKE TO REQUEST:

- Exchange
- Gift Card
- Refund (full price items only)

### ITEMS FOR EXCHANGE/REFUND

| STYLE CODE | STYLE NAME | REASON CODE<br>(required) | REASON FOR EXCHANGE/RETURN          |
|------------|------------|---------------------------|-------------------------------------|
|            |            |                           | 1. LOOKS DIFFERENT TO IMAGE ON SITE |
|            |            |                           | 2. ORDERED MORE THAN ONE SIZE       |
|            |            |                           | 3. ARRIVED LATE                     |
|            |            |                           | 4. QUALITY/FAULTY                   |
|            |            |                           | 5. FIT                              |
|            |            |                           | 6. INCORRECT ITEM RECEIVED          |
|            |            |                           | 7. PARCEL DAMAGED ON ARRIVAL        |
|            |            |                           | 8. CHANGE OF MIND                   |

### PREFERRED REPLACEMENT ITEM(S)

| STYLE CODE | STYLE NAME | SIZE | COLOUR |
|------------|------------|------|--------|
|            |            |      |        |
|            |            |      |        |
|            |            |      |        |

NB: Lorna Jane does not take any responsibility for returns lost in transit.

HEAD OFFICE: 950 GREAT SOUTH ROAD, PENROSE 1642, NEW ZEALAND || Talk to us via LIVE CHAT on [www.lornajane.com](http://www.lornajane.com)

**MOVE, NOURISH, BELIEVE,**