

## My Baby Jo Return / Exchange Form

- Returns and exchanges are accepted **within 7 days of receipt** of order with prior authorization via e-mail. **If you return your merchandise for refund without prior authorization you will be charged a \$15.00 re-stock fee.**
- Please return your items with a copy of your invoice, as well as this completed Return/Exchange form in a prepaid parcel using an insured carrier. **My Baby Jo is not responsible for lost or mis-delivered items sent uninsured.**
- My Baby Jo is not responsible for return postage. Original shipping charge, if any, will not be refunded.
- We will process your return as soon as we receive your merchandise. Please allow one week to receive your refund or exchange, or up to two billing cycles for credit to appear on your credit card statement.
- My Baby Jo cannot accept returns or exchanges on items already worn if tags have been removed or if you have damaged by laundering incorrectly. Items must be returned in the same condition they were sent to you, folded, zippered and wrapped.
- If your order arrived damaged, contact us right away. Please retain the original packaging materials so that we may investigate. Contact us at: **310-558-9244** or [info@mybabyjo.com](mailto:info@mybabyjo.com)

### Options to accentuate your positives!

#### REFUND

Include all information below and a Reason Code for each item returned. The more accurately you describe the reason, the better we can serve your needs in the future. We will credit your account by the transaction method used in your order. If the item was a gift, tell us the purchaser's name, and we will send you a back a gift certificate in the amount of the item returned, less shipping.

#### Reason codes ( Please select one)

- A Didn't like the item (What was I thinking?)
- B Didn't fit right (Did NOT accentuate my positives.)
- C Changed my mind. (A girl or guy's gotta have options.)
- D Wrong item
- E Item arrived too late
- F Received as a gift (What were they thinking?!)
- Z Other

RETURN LABEL

Order # \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 \_\_\_\_\_  
 City, State.: \_\_\_\_\_  
 Zip/Postal Code: \_\_\_\_\_  
 Country: \_\_\_\_\_

**TO: My Baby Jo**  
**10418 1/2 National Blvd**  
**Los Angeles, CA 90034**  
**USA**



**Item description**

**Size / Color**

**Quantity returned**

**Reason Code (above)**

**Comments**

**ALL RETURNS / EXCHANGES MUST BE RETURNED TO US WITHIN 7 DAYS OF APPROVAL.**

**EXCHANGE** If you would like to order an item in exchange for one you are returning you may place your order here.

Quantity	Item Description	Color / Size	Item Price	Total Price
1	Re-shipping fee. E-mail us for amount of re-shipping fee	INCLUDE PAYMENT WITH	YOUR EXCHANGE!	

**FORM OF PAYMENT** if your exchange requires additional payment

Check or Money Order payable to My Baby Jo (must include your phone number)

Charge to credit card: American Express MasterCard Discover Visa

\_\_\_\_\_  
 Credit card number      3-4 digit security code \_\_\_\_\_ Exp date \_\_\_\_\_

\_\_\_\_\_  
 Cardholder signature      Daytime phone number \_\_\_\_\_

**My Baby Jo Retail Store is located at 10418 1/2 National Blvd, Los Angeles, Calif. 90034**

*"People will forget what you said and did, but they will never forget how you made them feel."*

**Original order # \_\_\_\_\_**

*We at My Baby Jo sincerely thank you for your order. Should you need to contact our retail store please call 310-558-9244 or email: [info@mybabyjo.com](mailto:info@mybabyjo.com)*