



Online Store Exchange Form

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Name: _____

Date: _____

Order Number: _____

Items Returning: _____

Reason For Return: _____

Exchange

Please specify the product you would like to exchange your original order for below.

Product: _____

Colour: _____

Size: _____

Returns Policy

Please choose carefully as we do not offer refunds for change of mind. Jordan will accept exchanges for all full priced homewares items (excluding art) if returned within 14 days of originally receiving your order. We will only accept products in their original condition with tags attached, accompanied with the receipt and all original packaging. We reserve the right to refuse a return if the merchandise does not meet our standards. Goods will be inspected upon return and exchanges will be issued for the original value of the product only – excluding any shipping cost. If you are exchanging for an item of lesser value, a credit note will be issued for the outstanding amount. All items are quality controlled and checked for any faults before being dispatched. Should you receive an item that is faulty or damaged, please contact us immediately by emailing onlinestore@jardan.com.au

How To Exchange

To exchange, complete this form and post to our Online Store team, accompanied with the receipt and product in its original packaging. Please note, no exchanges will be processed without the completed form.

– Return to
Jordan
Attn: Customer Care
66 Ricketts Road
Mt Waverley VIC 3149
Australia

If you have any questions regarding your return, please email onlinestore@jardan.com.au