



THE
J A Y B I R D
COLLECTION



Returns & Refunds

We're really sorry if your item wasn't quite right. We want you to love what you ordered, but if something's not quite perfect, here's how to return it.



How to Return an Item

1. Contact us first

Please email us at hello@thejaybirdcollection.co.uk within **14 days** of receiving your order to let us know you'd like to return something. We'll confirm your return and help with next steps.

2. Complete the Returns Form

Fill in the **Returns Form on the back of this page** and include it with your item(s) in the parcel.

3. Send your item(s) to:

The Jaybird Collection
12 Rooksbridge View
Barnstaple
Devon
EX31 3GU

Please make sure your return is securely packaged. We recommend using a tracked service, as we can't be responsible for items lost in transit.



Our Returns Policy

- Items must be returned within **14 days** of delivery.
- Products should be unworn, unused and in their original packaging.
- **Personalised or bespoke items** are non-returnable unless faulty.
- Once we receive and inspect your return, refunds will be issued within **3-5 working days** to your original payment method.
- Return postage is at the customer's expense unless the item is faulty or incorrect.

? Need Help?

If you have any questions at all, just drop us an email – we're always happy to help.

Thank you for shopping with us,
The Jaybird Collection



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Returns Form

Please complete and return the following form with your item(s) to initiate the refund process. Please make sure you have read the reverse side fully before sending any returns. Thank you.

Order Information (Order info can be found in your confirmation email)

Order Number:

Order Date:

Item(s) Returning:

Return Reason:

Personal Information

Name:

Address:

Signature:

Date:

Returns Address

12 Rooksbridge View
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