

# JOHNSTON & MURPHY.

Customer Service Hours: 7am - 7pm CST, Monday - Friday, 9am - 2pm CST, Saturday

Toll Free : 1-800-424-2854

Email: [JohnstonMurphy@JohnstonMurphy.com](mailto:JohnstonMurphy@JohnstonMurphy.com)

Thank you for shopping with Johnston & Murphy. We will gladly exchange or refund any unworn merchandise or any merchandise with a manufacturing defect within 90 days of the sale date. Returns must be accompanied by a receipt/return form. Refunds will be made based on the original method of payment. A refund check may be issued for cash payments. Refunds will include the price of the product and any taxes charged. Initial shipping costs will not be reimbursed. Items sent to our warehouse will not be returned. Please note, **Affirm** orders cannot be returned to any Johnston & Murphy retail store.

**J&M Insiders:** We will gladly exchange or refund any unworn merchandise or any merchandise with a manufacturing defect within 365 days of the sale date. Insiders are also eligible for the Wear Test - Try any item for 60 days. If you're not satisfied, you can return or exchange for a full refund.

## Return & Exchange Instructions:

1. Please fill out the Return Form and include it with your items. Please include your name, e-mail address and daytime phone number so we can contact you if necessary.
2. Package your return with a copy of the receipt and use the prepaid return label that was included with your order. If you do not have a label, you can print one at [www.johnstonmurphy.com/returns](http://www.johnstonmurphy.com/returns). There is no cost to use the Return Label.
3. Drop the package off at a convenient FedEx pick-up location. The package will be promptly delivered back to us, at no cost to you.
4. Your return or exchange will be processed within 7 to 10 business days. If you would like an exchange, we happily cover the shipping cost of your replacement item back to you.

**If you have any questions or concerns, please contact Johnston & Murphy at:**

**Phone** 1-800-424-2854

**Email** [JohnstonMurphy@JohnstonMurphy.com](mailto:JohnstonMurphy@JohnstonMurphy.com)

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## Customer Service Return Form

### Exchange or Refund Options

- Please exchange for the item(s) listed below.
- Please issue a refund on my Credit Card listed below.

**\* Note: If a copy of the receipt is not enclosed a Johnston & Murphy Gift Card will be issued at the current selling price of the item.**

### Your Contact Information

Name: _____	
Daytime Phone Number: _____	Email Address: _____
Credit Card # : _____	Expiration Date: _____
Street Address: _____	
City, State, Zip _____	

<b>Please indicate the name of the retailer the item was originally purchased from:</b>	
J&M Retail Store: _____	Department Store: _____
Online Store: _____	Other: _____

Return Reason Codes: Please indicate on each item the reason for the return.	
01 - Too large	05 - Value not as expected
02 - Too small	06 - Damaged
03 - Color not as expected	07 - Wrong product shipped
04 - Style not as expected	

Items Returned			
Qty	Product #	Size & Width	Return Reason code

**I would like to exchange my returned items for the items listed below.**

Qty	Product #	Size & Width

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<b>Phone</b>	1-800-424-2854	<b>Email</b>	<a href="mailto:JohnstonMurphy@JohnstonMurphy.com">JohnstonMurphy@JohnstonMurphy.com</a>
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