

NATORI

NATORI.COM, JOSIEBYNATORI.COM, NBYNATORI.COM RETURNS POLICY

At The Natori Company, providing excellent customer service is our main goal. If you are unhappy with your unworn, packaged, and tagged garment for any reason, you may return it in accordance with the Returns Policy below.

POLICY

- The Natori Company will ONLY accept returns of items purchased on Natori.com, JosieByNatori.com, or NByNatori.com. We cannot accept returns of items that were purchased elsewhere.
- Items purchased from The Natori Company via Natori.com, JosieByNatori.com, or NByNatori.com can ONLY be returned using this policy. Department stores, boutiques, and other stores that carry product made by The Natori Company will not accept returns of items purchased from Natori.com, JosieByNatori.com, or NByNatori.com.
- All items returned to The Natori Company must be in re-saleable condition, with original product packaging and tags attached. Items returned to us that don't meet these standards will be returned to the customer. The Natori Company reserves the exclusive right of final judgment to determine whether an item meets the aforementioned standards.
- Items purchased on Natori.com, JosieByNatori.com, or NByNatori.com returned to The Natori Company in acceptable condition with a postmark less than 30 days after the Order Confirmation date will be credited at item price (including any tax, but not including shipping).
- Items purchased on Natori.com, JosieByNatori.com, or NByNatori.com returned to The Natori Company in acceptable condition with a postmark more than 30 but less than 60 days after the Order Confirmation date will be exchanged for website credit (including any tax, but not including shipping).
- All other returns will not be accepted, and will be returned to the customer.
- Customers will be responsible for all shipping costs, unless we ship you an incorrect and/or damaged item.
- Underwear, swim bottoms, boy shorts, and panties must be tried on over your own underwear or other similar clothing. Any evidence against this policy will result in a refusal of your return.
- Legwear can be fully refunded within 30 days if unused and unopened unless there is a manufacturing defect.
- The Natori Company reserves the right to make final judgment on all returns and exchanges.

PROCESS

To return an item/items, please take the following steps:

- 1) Complete the Return/Exchange form found at the back of this document. The form must be complete, and cannot be processed without the "Order Confirmation number" and "Billing Name" fields accurately filled out. For exchanges, please rank multiple options per item returned, in the event an item becomes out of stock.
- 2) Make a copy of your initial Order Confirmation.
- 3) Pack (a) the items (with tags attached and original product packaging) to be returned, (b) the website return policy form, and (c) a copy of your Order Confirmation in a package that is sealed and, if you choose, insured. Please note: we are NOT responsible for lost packages.
- 4) Send the package with appropriate postage to:
The Natori Company
ATTN: E-COMMERCE RETURNS
5 Empire Boulevard
Carlstadt, NJ 07072
- 5) Packages must be returned with postage pre-paid. We will not accept COD's.
- 6) We will notify you by e-mail once the return/exchange has been received and processed.

If you have any questions about the returns process, or if you need a copy of your Order Confirmation, please e-mail our Customer Service department at custserv@natori.com.

NATORI

NATORI.COM, JOSIEBYNATORI.COM, NBYNATORI.COM Return/Exchange Form

DATE: _____	RETURN ADDRESS:
ORDER CONFIRMATION: _____	The Natori Company
RETURNING CUSTOMER NAME: _____	c/o E-COMMERCE RETURNS
BILLING CUSTOMER NAME (if different): _____	5 Empire Boulevard
	Carlstadt, NJ, 07072
I would like to: RETURN THIS ITEM/THESE ITEMS (for a refund) <input type="checkbox"/>	
I would like to: EXCHANGE THIS ITEM/THESE ITEMS <input type="checkbox"/>	
* Please review the Returns Policy below to make sure your request complies with our policy	

PREFERENCES FOR EXCHANGING ITEMS

* Please list below the item(s) that you are returning, and, if applicable, the items you would like in exchange. We encourage you to list multiple items for each item returned, in the event your first choices are out of stock.

Items Returned to Natori

Style Number and/or Name	Color	Size	Price	Reasons for Return

Items to be Sent back to You

Style Number and/or Name	Color	Size	Price	Comments

If you are requesting items that are worth more than the items you sent back, please provide your credit card info below:
CC Type: _____ CC #: _____ Exp: _____ CCV#: _____

* Please fill out multiple forms if you run out of space. Signature: _____

TO RETURN AN ITEM/ITEMS

- REVIEW THE RETURNS POLICY BELOW, TO MAKE SURE YOUR SITUATION COMPLIES WITH OUR POLICY.**
- Print out and complete this form. We cannot process returns without the Order Confirmation number and customer info.
- Make a copy of your initial Order Confirmation. If you can't locate your Order Confirmation, contact custserv@natori.com.
- Pack items 2) and 3) along with the to-be-returned unworn items, in their original product packaging with attached labels, in a sealed box, insured if you choose. The Natori Company cannot be responsible for items lost in transit from you to us.
- Send the package with appropriate postage to: _____

The Natori Company c/o E-COMMERCE RETURNS 5 Empire Boulevard Carlstadt, NJ, 07072
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- Packages must be returned with pre-paid postage. We will not accept COD's.
- We will notify you by e-mail once the exchange/return has been received and processed. Please allow us 7 to 10 business days after receipt.

THE NATORI COMPANY RETURNS POLICY

The Natori Company will ONLY accept returns of items purchased on this website. We cannot accept items purchased elsewhere. Items purchased from The Natori Company via our websites can ONLY be returned using this policy. Department stores, boutiques, and other stores that carry product made by The Natori Company will not accept returns of items purchased from our websites. All items returned to Natori.com, JosieByNatori.com, and NByNatori.com must be in re-saleable condition, with original product packaging and tags attached. Items returned to us that don't meet these standards will be returned to the customer. The Natori Company reserves the exclusive right of final judgment to determine whether an item meets the above standards.

Items purchased on Natori.com, JosieByNatori.com, and NByNatori.com returned to The Natori Company in acceptable condition with a postmark less than 30 days after the Order Confirmation date will be credited at item price.

Items purchased on Natori.com, JosieByNatori.com, and NByNatori.com returned to The Natori Company in acceptable condition with a postmark between 30 and 60 days after the Order Confirmation date will be exchanged for website credit.

All other returns will not be accepted, and will be returned to the customer. Customers will be responsible for all shipping costs, absent damages and/or incorrect shipments. Underwear, swim bottoms, boy shorts, and panties must be tried on over your own underwear or other similar clothing. Any evidence against this policy will result in a refusal of your return.

The Natori Company reserves the right to make final judgment on all returns and exchanges.