

Complete the "returns" form on the invoice and return it with the item. If you do not have the invoice, please enclose your name, address, phone number, order number and the approximate date of purchase with the item and mail it to the JCP.com facility nearest you. Customers are responsible for the return postage. Credits can take up to 4 weeks based on shipping and processing time.

The address for your return is one of the following:

**Reno**

JCP.com facility  
11111 Stead Blvd.  
Reno, NV  
89506-1500

**Kansas City**

JCP.com facility  
10500 Lackman Rd.  
Lenexa, KS  
66250-0001

**Columbus**

JCP.com facility  
5555 Scarborough Blvd.  
Columbus, OH  
43232-4730

**Additionally, any item bought online may be returned to a JCPenney store.**



contact us  
[www.jcp.com](http://www.jcp.com) 1-800-322-1189

jcp.com PO # 123456789\_000

Shipping Method: Ground (carrier not specified)

**SHIP TO:** Jane Doe  
123 Street St  
Anytown, TX 12345

**PURCHASED BY:** Jane Doe

QUANTITY ORDERED	jcp LOT # / SKU #	ITEM DESCRIPTION	QUANTITY IN THIS SHIPMENT	LINE ITEM ID	SUPPLIER SKU	RETURN REASON
1	78043310026	OIL LESS FRYER. COPPER	1	18	1753	

**Returns**

- With A Receipt** Items purchased at JCPenney are eligible for exchange or refund of the purchase price on the original method of payment, some rules apply. Shipping charges are non-refundable with the exception of damaged or defective merchandise. Return shipping and restocking fees may apply. Visit [jcp.com/returns](http://jcp.com/returns) to see complete details of our returns policy.
- With A Gift Receipt** Items purchased at JCPenney are eligible for exchange or refund at the gift receipt price in the form of a JCPenney gift card, some rules apply. Shipping charges are non-refundable with the exception of damaged or defective merchandise. Return shipping and restocking fees may apply. Visit [jcp.com/returns](http://jcp.com/returns) to see complete details of our returns policy.
- Without A Receipt** Items purchased at JCPenney are eligible for exchange or refund at the item's lowest selling price within the last 45 days issued in the form of a JCPenney gift card, some rules apply. Shipping charges are non-refundable with the exception of damaged or defective merchandise. Return shipping and restocking fees may apply. Visit [jcp.com/returns](http://jcp.com/returns) to see complete details of our returns policy.
- All Furniture Returns** Please contact Customer Care at 1-855-808-SOFA (7632) to arrange for pick up.

**Easy ways to return your order**

- To a JCPenney store:** Bring your order to one of our JCPenney stores. This is the quickest and easiest way to return merchandise and receive a refund or credit.
- By mail:** Using this form, complete the above 'Return Reason' using the appropriate Reason Code from the below list. Return this form with the item using the below Return Label. Customers are responsible for the return postage.

For additional information regarding product warranties or returns, review our policies on [jcp.com](http://jcp.com) or contact Customer Care at 1-800-322-1189.



- REASON CODES:**
- 11 - Damaged
  - 12 - Defective material, workmanship
  - 51 - Not as ordered or advertised
  - 52 - Changed mind, did not like

----- (Detach here and use the address label below for shipping your return package) -----

**RETURN LABEL**

**FROM:** Jane Doe  
123 Street St  
Anytown, TX 12345

**TO:** JCPenney.com Returns  
321 Road Rd  
Anytown, TX 12345

jcp FS PO# - 123456789\_000

Attention: Customer Return enclosed