**Return&Refund Policy**

Returns & Refund

We’re bummed if you're not 100% satisfied with the items you received, and we gladly accept returns within 50 days of receipt for most items in new condition.

1. Orders are able to be canceled and refunded before shipping.

2. Free returns & exchanges can be initiated within 50 days of delivery. We’ll cover the cost of your first return shipping! For later returns or additional returns after the first one, a $7.99 fee will be deducted per return package, or you can return by using your local post office at your cost.

3. To initiate a return or exchange, please contact customer service. The return shipping address will be emailed to you.

Items must be shipped back to that address.

4. Items must be returned unwashed and undamaged.

5. All items priced $17.98 and under are final sale and cannot be returned or exchanged. No exceptions will be made.

6. Items returned must be in their unused condition with the original packing. We do not accept a returned item that’s worn, damaged, washed or altered in any way.

7. The following items cannot be returned or exchanged: bodysuits, lingerie & sleepwear, swimwear, jewelry, and accessories (except scarves, bags, and mermaid blankets).

8. Customer service may offer a cash coupon for your return. Please note, items purchased with these coupons are final sale and cannot be returned or exchanged.

9. Refunds will be reimbursed back to your original account -- credit card or PayPal. PayPal refunds will be transferred immediately. Credit cards may take 5-7 business days to process.

10. Gift Cards cannot be reloaded; used for payment outside of www.jolimall.com; used for unauthorized advertising,

marketing, sweepstakes or other promotional purposes; redeemed for more than face value; transferred for value; redeemed for cash; or returned for a cash refund (except to the extent required by law).

If you have any questions, please contact customer service at customerservice@jolimall.com

Note: The original shipping fee and insurance are non-refundable.

How to exchange the order?

You can make a new order first, and when we get the return, we will apply a full refund of the items you returned.

Return Address

If you wish to return the items to the nearest return address, please contact our customer service representative [(customerservice@jolimall.com),](mailto:(support@chellysun.com),) we will get back to you within 24 hours.

Note: Please do not send your return to the address on your package. That is not our returns address and will affect the processing of your return.