



WORRY-FREE RETURNS



SAMPLE SWATCH FREE SHIPPING



WEEKLY DEAL COUNTDOWN

# 1 DAY 19:33:37

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## My Account

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**Ticket ID:** 87053113081492

**Order Number:** 8245376651 [View Details](#)

**Order Date:** 2018-06-30 21:21:00

Was This Chat Help? [\(0\)](#) | [\(0\)](#)

2018-08-01 11:25:56 From : Anita Stickland

The parcel has been confirmed as being delivered on 25th July, so please process my refund and advise when the credit has been applied. I have advised Paypal that I have not received a refund

Thanks

Anita

2018-08-01 09:44:56 From : Anita Stickland

2018-08-01 09:42:22 From : Amy Hu

Thank you for your email back.

After checking in our system, we have not got your returned parcel yet. Please be assured that we will definitely issue the refund once we get your returned parcel. Please wait for a few more days patiently.

Thank you for your understanding. Have a nice day.

2018-07-31 23:27:38 From : Anita Stickland

Can you please advise me as to the progress of my refund. I note the return arrived with you on 25th July.

Thanks

Anita

2018-07-17 02:31:17 From : June Wang

Thank you for your reply.

We are glad to accept your return. Here is the return form attached. Please print the return form and put it inside your package with your item(s). Otherwise, we cannot find your order in our system and

process the return just by the package received.

Please use safe and reliable delivery service to return the parcel within 7 days to ensure the parcel will reach us. You may use Australia post, or ParcelPoint which is our cheapest return method. For Eastern Seaboard it costs \$6.95, Adelaide \$7.95 and for Perth \$8.95.

To return your order via ParcelPoint:

1. Go to <http://parcelpoint.com.au/ijshouse/return>

Follow the online process to book your return and print a shipping label. You can choose to return your parcel at a ParcelPoint store.

2. Package your item(s) into the original parcel packaging including the return form.

3. Attach your returns label onto the parcel, ensuring any original delivery labels are covered.

4. Take it to your local ParcelPoint store.

It will be better if the courier can offer a tracking number. We reserve the right to keep your refund if the parcel isn't returned within the required time.

Please also make sure the item is in the original conditions (unused, unwashed, unaltered, undamaged, and unsoiled, with the tag still attached and intact if it has one when delivered). Once we get your package and process the refund, you will receive a confirmation email. If you paid for the order with your PayPal account directly, the refund will be back into your account immediately once processed, while it will take about 30 days to receive the refund if you paid with a credit card through PayPal, depending on the bank processing time. There might be small transaction charge by PayPal or your bank that we have no control of. If you didn't receive the refund on the estimated date, please contact us through email. We will try to help in any way we can.

By the way, if our service helps, please rate 5 SCORE in the survey. Please kindly finish the survey via the link <https://www.surveymonkey.com/s/ijshouse-en?c=87053113081492>. It takes less than one minute but means a lot to us! Once you complete the survey successfully, you will get a US\$ 5 coupon code at the end of the survey.

Please contact us if you need any further assistance. Have a nice day!

[Attachment1.pdf](#)

2018-07-16 01:43:21From : Anita Stickland  
2018-07-16 01:33:03From : Jackson Zhou  
2018-07-15 08:25:45From : Anita Stickland  
2018-07-15 01:06:42From : Jackson Zhou  
2018-07-14 06:55:51From : Anita Stickland  
2018-07-14 06:16:22From : Jackson Zhou  
2018-07-13 09:15:05From : Anita Stickland

- Please write your detailed message here:
- Note: Please only provide JPG/PNG/GIF/BMP files. Individual photo size cannot exceed 2MB.
- Confirm And Submit

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