

# Direct-to-Customer Regular Packing Slip

## Sample Packing Slip with Location References

The location references shown below are used throughout this guide to outline which sections of the packing slip are being addressed.

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

**jcp.com PO #** 105729016\_111 **Shipping Method:** Ground Order Header/  
Ship To Section

**SHIP TO:** John Doe  
1 Fuller Rd  
Albany, NY 12203 **PURCHASED BY:** John Doe

QUANTITY ORDERED	jcp LOT # / SKU #	ITEM DESCRIPTION	QUANTITY IN THIS SHIPMENT	LINE ITEM ID	SUPPLIER SKU	RETURN REASON
3	220880211	Sample item description for line 1. Blue, Large, Height/Length/Width=1 IN/1 IN/1 IN WC03MNT I	3	1		

Order Merchandise Section

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**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. Returns Section

**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	51 - Not as ordered or advertised
12 - Defective material, workmanship	52 - Changed mind, did not like

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

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**RETURN LABEL**

**FROM:** John Doe  
1 Fuller Rd  
Albany, NY 12203

**TO:** [jcpenny.com](http://jcpenny.com) Logistics Center  
Attn: Returns Dept  
10500 Lackman Road  
Lenexa, KS 66219-1224

**jcp FS PO# -** 105729016\_111 **Attention: Customer Return enclosed**

Figure 2

Sample Regular Packing Slip with Location References