

# Important Return Information



## Make your claims quickly!

All claim error, shortages, or damages must be made within 3 business days after receipt of materials. If package is damaged in shipping, the claim must go directly to UPS.

The return of sale merchandise will not be accepted unless an authorization for it is first issued by The Costumer. All return shipments must be postmarked within three business days of receipt and/or delivery of your shipment. All returns MUST have a return authorization number on the outside of the box. On returned items buyer shall be responsible for shipping both ways. Unless we made an error, there will be a 15% restocking fee for all returned merchandise. Special orders cannot be returned for any reason. By regulations there will be no returns or exchanges allowed on makeup, teeth, wigs, dancewear or tights. Returns must be unused, in original packaging and saleable. All unauthorized returns will be refused. Halloween orders, please see "Halloween Return Policy" stated on our website.



To obtain a return authorization number:

Returns Department  
1995 Central Avenue  
Albany, NY 12205  
(518) 452-5542  
Toll Free: 1 (877) 218-1289

*Include this form with your merchandise return.*

NAME \_\_\_\_\_

CONTRACT NUMBER \_\_\_\_\_

PHONE NUMBER \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

EMAIL \_\_\_\_\_

RETURN AUTHORIZATION NUMBER

REASON FOR RETURN:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_