

# Important Return Information



## Make your claims quickly!

Claims for all errors, shortages, or damages must be made within 5 business days after receipt of materials. Please call 1 (877) 218-1289 for assistance with any claims.

The return of sale merchandise will not be accepted unless an authorization for it is first issued by The Costumer. A return authorization number must be requested within 5 days of receipt of your delivery as confirmed by our shipping vendor. Packages must be postmarked within 3 business days of receiving your return authorization number. All returns MUST have a return authorization number on the outside of the box. The buyer shall be responsible for shipping both ways. Unless we made an error there will be a 15% restocking fee for all returned merchandise. The item(s) being returned must not have been worn, must be in the original packaging and in original condition, and must be saleable. Due to health regulations there will be no returns or exchanges

allowed on make-up, teeth, hairgoods, shoes, dancewear, or tights. Returns will not be accepted on any special orders or open CD's/ DVD's. All unauthorized returns will be refused. For Halloween orders please see our "Halloween Return Policy" stated on our website.



**THE COSTUMER**<sup>®</sup>

[www.TheCostumer.com](http://www.TheCostumer.com)



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:

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