

Returns

How can I return my item?

General Product Returns - Continental U.S.

Items may only be returned if they are unused and in their original packaging. We strongly recommend that you use our online returns website at www.costumepartyreturns.com to print a prepaid label for your return shipment. Using this fast and easy tool ensures that your return package is properly tracked and delivery receipt is confirmed. When you use our pre-paid FEDEX shipping label, the return shipping fee of \$7.99 will be deducted from the value of your returned item(s) when we process your credit.

If an order is returned to sender as the address is undeliverable or the customer has refused delivery, a \$15.00 restocking fee will be assessed to the merchandise total of the returned items. The original shipping cost will not be refunded.

You may also choose your own shipping method to send us your return. We strongly suggest that you choose a trackable shipping method. We will not be held responsible for crediting your account if you cannot verify receipt of the Product Return.

All costs associated with shipping Product Returns are at the expense of the customer and are non-refundable. Once your package has been received and inspected, a credit will be issued to you for the price of the item(s) being returned.

All Special Order Items, including Personalized Party Supplies, are not returnable.

Send returns to:

Costume Supercenter

Attn: Returns

16205 W Small Road

New Berlin, WI 53151

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