

Returns

Under what conditions may I return an order?

Please keep in mind that refunds are for the cost of merchandise only and **return shipping charges are not refundable.**

If you return something that has been used, worn, altered, is missing items, or is without the original packaging or garment tag it can't be refunded back to your account. Please double-check to make sure you've included all of the pieces and packaging before you return it. Keep in mind that there may be a minimum \$15 restocking fee for returned items that fall outside our normal return guidelines, including unauthorized refused packages.

We can't take certain items back unless they're returned in the original, unopened factory-sealed packaging. **These include:** wigs, facial hair, hair pieces, hair clips/extensions, headbands, barrettes, hair accessories, and hats with attached hair. Teeth, fangs, undergarments, hosiery, inflatable items (this applies to items that can be inflated orally), video tapes, DVDs, CDs, eyelashes, and cosmetics. Shoes & boots (does not apply to shoe covers and boot tops), or costume shoes designed for indoor use only or one-time wear - footwear cannot have been worn, used, nor altered. Special order Items, props that require special delivery, disposable helium tanks, Food & Edible Items including: box mixes, cookies, candy, mints, and edible decorations.

In order to process your return as quickly as possible, please be sure to send your return via a traceable method to:

Costume Supercenter

Attn: Returns

16205 W Small Rd

New Berlin, WI 53151

Unique solution ID: #1020

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