



**Heritage Costumes  
Return/Exchange**

1423 Marcelina Ave  
Torrance, Ca 90501  
Phone: 1-888-904-9944

**Select:**

- Return
- Exchange

Order Date	
Order Number	
Full Name	
Phone	
Returned Date	

Product Sku	Product Name	QTY	Reason Code	Codes
				1- Fit- Too big or small
				2- Too long or short
				3- Doesn't suit me
				4- Arrived too late
				5- Incorrect Item *
				6- Defective*
				7- Other*
				* Please give details in comments box below.

**Comments:**

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**Exchanges:**

If you need your exchange item quickly we recommend placing a new order online and sending your unsuitable item back to us for a refund. If you have plenty of time to process your exchange we can do a direct exchange for you. Please ask us to reserve the item you want to exchange for when you phone us at 1-888-904-9944. Postage fees for your new item and any difference in price will need to be paid prior to your exchange item being sent out. This can be paid over the phone when organizing your return.

**All returns:**

Qualifying Item(s) on orders totaling up to \$499.00 will incur a 15% restock fee. Orders totaling \$500 or more will incur a 20% restock fee. To ensure your return can be processed quickly please fill out this form ensuring you include your order number, full name, product information and return reason code. Then safely package your item/s up and send it back to us along with your invoice using the attached label (cut it off). Please note this is not a pre-paid label.

**To return your item you will need to do the following things:**

- 0 Send the item/s back in the original packaging and in the original unworn condition.
- 0 Ensure items are packaged carefully so that they do not damage during transit. If you received your item in a box please re-use it.
- 0 Include this filled out returns form.
- 0 Please also make sure that your item is sent back within 30 days of Order Date.

**Posting Your Return Parcels**

Customers are responsible for any charges incurred when returning items/orders. Customers will be required to pay relevant shipping charges through their chosen parcel delivery service. Shipping fees are not eligible for refund and will not be returned. We do not recommend marking any parcels with 'Return to Sender'. Although this may seem like the easiest option, the delivery time for 'Return to Sender' parcels can be in excess of 6 weeks. For parcels marked 'Return to Sender' the return delivery cost charged to us by shipper, will be forwarded to the customer by way of deduction off any sought refund.

**If you received Free Shipping**

Please note that we do not refund original shipping costs. If an order received free shipping and the order or part of an order is returned for a refund, and the balance of the order that is kept by you then adds up to less than the free shipping amount, a \$12.95 shipping fee will be deducted from the refund.

**Exclusions:**

- Unfortunately, due to health reasons, we are unable to accept certain items for return, these include: cosmetics (make-up, hair color etc.), hosiery, undergarments, teeth, prosthetics, artificial hair (wigs, beards, eyelashes mustaches etc.), and special orders (custom alterations, specially ordered, etc) unless they are faulty.
- We cannot accept any worn, soiled, or stained items.
- Due to California State Law we also cannot accept the return of any weapons, such as replica swords, knives, guns, or rifles.
- Items will not be eligible for a refund if an item was refused on delivery, the incorrect address was provided, we receive it after 30 days of order date, or on any orders shipped Internationally outside of the US.
- Please review our [Returns](#) page for a complete list.
- Refunds are processed within 10 days of receipt, and can take up to 3 business days to clear once processed. Please retain a proof of postage until we have confirmed that your return has been processed. During Halloween Process may take up to 3 weeks.
- For any further information regarding returns please see our full [Returns policies](#) on our website. You can also contact us at 1-888-904-9944, or use our [Contact Us](#) form on our website <http://www.heritagecostumes.com/>.

Name:  
Address:

Affix  
Postage  
Here

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Order#

**This is NOT A Pre-Paid Label**