



235 Westlake Center, Daly City, CA 94015  
 www.costumbasement.com | info@costumbasement.com

# RETURN MERCHANDISE FORM

At Costume Basement you have our 15/30 day return policy for a full refund less S/H charges (provided it has not been used). If you are not 100% satisfied with your purchase, return it within 15 days. Then we offer another 15 days (30 days from receiving your items) to return for store credit. Any orders which received a free shipping promotion will receive a refund/credit for the price of the item(s) less \$5 for Super Saver Ground Shipping.

To return an item, follow the five steps below.

**Step 1** Fill out shipping information:

Name \_\_\_\_\_ Email \_\_\_\_\_  
 Address \_\_\_\_\_ Suite/Apt. \_\_\_\_\_ City \_\_\_\_\_  
 State \_\_\_\_\_ Zip \_\_\_\_\_ Country \_\_\_\_\_  
 Phone \_\_\_\_\_ Date / / Order # \_\_\_\_\_

**Step 2** How would you like us to handle your return/exchange?

Refund  Exchange (Please fill out step 4 below)

**Step 3** List item(s) you are returning, including reason for return:

Qty	SKU	Color	Size	Description	Reason

<p><b>Additional comments:</b></p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p><b>Reason for Return:</b> (fill in letter above)</p> <table border="0"> <tr> <td>A. Damaged</td> <td>F. Not as Described</td> </tr> <tr> <td>B. Defective</td> <td>G. Not as pictured</td> </tr> <tr> <td>C. Dissatisfied (explain)</td> <td>H. Shipping Damage</td> </tr> <tr> <td>D. Incorrect Item Shipped</td> <td>I. Arrived Late</td> </tr> <tr> <td>E. Ordered wrong product</td> <td>J. Wrong Size</td> </tr> </table>	A. Damaged	F. Not as Described	B. Defective	G. Not as pictured	C. Dissatisfied (explain)	H. Shipping Damage	D. Incorrect Item Shipped	I. Arrived Late	E. Ordered wrong product	J. Wrong Size
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**Step 4** For merchandise exchange(s) only: (If requesting a refund, skip this step)

Place a new order for your replacement item(s) at costumebasement.com. This will speed up the exchange process and further ensure the item is available. For costumes that qualify under our Free Exchange promotion, we pay for the cost of ground shipping your replacement item(s). If you were charged for Super Saver Shipping for your replacement, you will receive a \$5 refund together with your original purchase refund.

**Step 5** Enclose and return:

<p>Enclose the Return Merchandise Form and a copy of the invoice along with the merchandise packed in the original manufacturer's packaging &amp; condition they were received in (you must include all packaging materials). Send your package via UPS or insured mail to this address:</p>	<p>Costume Basement          Attn: Returns Department          235 Westlake Center #140          Daly City, CA 94015</p>
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