

EXCHANGE INFORMATION

If you would like to make an exchange for another item, please call us at 1-888-491-9185.

RETURN INFORMATION

Please follow these steps to make a return:

1. Complete this form and enclose it with your package (please fill out form completely).
2. Securely package the item(s) to be returned.
3. Return your package to us using the shipping service of your choice. We recommend using a carrier that provides a package tracking number.

Please Note:

- Shipping charges are not reimbursed.
- All returns will be credited to the original form of payment.
- If you are receiving a credit card refund, please allow up to two billing cycles for your credit to appear.
- Please return merchandise within 30 days of receipt to ensure proper credit.
- Merchandise must be in original packaging.

REQUIRED INFORMATION

Please provide the following required information:

NAME: _____

ORDER NUMBER: _____

REASON FOR RETURN

1. Product was defective/damaged when it arrived
2. Product quality did not meet my expectations
3. I ordered the wrong item
4. Received incorrect item(s)
5. My party plans changed
6. Package arrived late

<i>Return Reason #</i>	<i>Item #</i>	<i>QTY</i>	<i>Item Description</i>	<i>Size</i>	<i>Price</i>

ADDITIONAL COMMENTS

If you have any questions, please e-mail us at CustomerService@BirthdayDirect.com or call 1-888-491-9185, Monday through Friday from 8:00am to 4:30pm CDT.