

Our Guarantee We want you to be 100% satisfied with your products because we care about your business. If you are not satisfied with an item, please follow the instructions below for your return.

1. RETURN INSTRUCTIONS:

To ensure accurate credit, fill out this form completely and place it in the carton with the product(s) you want to return within 30 days of purchase. Only unused items with unbroken seals and packaging may be returned. A 15% restocking fee may apply to returned gossamer or background materials. Products that have been custom printed, specially cut or assembled are not returnable. Health regulations prohibit the return of hats, tiaras or any apparel that has been worn. Attach a label to your package with the following address and information:

American Prom Returns Team
Order # _____
111 East Broad St.
South Whitley, IN USA 46787

Please mark on the outside of the package **“Return Merchandise” AND INCLUDE THE ORDER NUMBER** from the top left hand corner of the reverse side of this sheet. Credit, exchange or refund will be issued as soon as possible. Please insure the package for your protection. Sorry, we cannot accept packages returned C.O.D.

2. MERCHANDISE BEING RETURNED:

Please list items(s) being returned along with your reason for returning each item so that we can better serve you in the future. **REASON CODES:** (Reference numeric code of reason for return in the box to the right.)

Product Issue 09 Assembly 50 Defective Product 10 Parts Missing 15 Poor Product Quality 52 Fit is Too Small 53 Fit is Too Large	Imprint Error 19 Design/Color Error 21 Poor Imprint Quality 20 Spelling Error
Damaged 26 Damaged Inside the Box	Changed Mind 51 Changed Mind
Not as Shown in Catalog 16 Didn't Meet Expectations 14 Poor Color Match	Shipment Error 23 Duplicate Order 05 Ordered Too Much 06 Ordered Wrong Item 03 Wrong Item Shipped 04 Wrong Quantity Shipped

ORDER NUMER		RETURN INFORMATION	
ITEM NUMBER	QTY	DESCRIPTION	REASON CODE

3. ACTION REQUESTED (Please Circle One)

A. An exchange. Please send the following:

QTY	ITEM#	COLOR	DESCRIPTION	ITEM PRICE

- B. Please credit my account.
- C. Please credit my charge card (for charge purchases only).
- D. Please issue a refund check (allow three weeks for receipt of your check).

4. PLEASE PRINT IN INK:

Your name Name of school or organization.....
 Address Daytime phone or cell phone
 City, State, Zip E-mail address
 Date returned Total number of boxes returned

5. QUESTIONS ABOUT YOUR RETURN:

If you have any questions about the return of an item, please call or e-mail the Customer Service Department) .

Comments.....
