

Return / Exchange Form

All items are thoroughly inspected prior to dispatch, if an item is damaged during delivery please contact us immediately upon receipt. If you're not completely satisfied with any purchase made at The Fancy Dress Website we will gladly exchange it for another product or refund the total cost of the product(s) minus the delivery charge.

- Customers have 7 calendar days from receipt of delivery to return unwanted items for a refund, items received at our warehouse after 7 calendar days will NOT be refunded.
- Damaged items must be brought to our attention within 3 calendar days of receipt for a refund.
- Returned items must be odour free (including sweat, smoke smells)
- Items will not be refunded if torn or soiled (includes signs of makeup)
- We will not refund items in a non-resalable condition (includes damaged packaging, tags removed etc.)
- Costumes that include tights/stockings that have been opened and tried on will not be refunded.
- We regret that Teeth, Wigs, Tights, Stockings, Earrings, Underwear, Makeup, Hats, Eyelashes and Facial Hair cannot be returned due to hygiene reasons.

We recommend you return the item(s) in the packaging they arrived using Royal Mail's recorded delivery service, as The Fancy Dress Website cannot be held responsible for items that go amiss in the post.

Exchanges are welcome however we can only provide this service once per order. As you can appreciate exchanging items more than once takes considerable administration time.

The Fancy Dress Website must be contacted prior to making a return/exchange in order to obtain a Customer Refund Number (CRN) without this number included on the returns form we will NOT provide a refund.

Once we have received your return and checked the item(s) we will email you to confirm a refund will be made. Although we endeavour to complete your return in record time it can may take up to 14 days for any credit to appear in your bank account due to banking operations.

Please note: The Fancy Dress Website is not responsible for delivery charges incurred when returning or exchanging items. This returns policy does not affect your statutory rights.

Returns Checklist

- Less than 7 days since dispatch of item,
- Product un-opened in original packaging secured for posting,
- Returns/Exchange Form completed and included,
- Package is securely wrapped,
- Correct postage used and sent by recorded delivery.

Return/Exchange Form

Please complete and include the form below with your return/exchange. A postage label is provided below.

CRN NUMBER:..... (Please contact us for this number prior to making a return)

Order No

Full Name

Address

Items Returned

Reason For Return
(include size or item needed if an exchange is required)



Fancy Dress

25 Park Street,
Treforest,
Pontypridd
CF37 1SN

If undelivered please return to.....