



Return Policy and Procedures

Complete the form below – please include your order number. Re-package the product and include this form. Send the package by traceable delivery using the return address below. **If your item is defective or has been personalized**, please call our Merchandise Return Center at 1-866-467-5749. Your satisfaction is our goal!

- ▶ We accept returns on merchandise within 30 days of shipment date.
- ▶ We will refund the return postage charges only if the return is due to our error.
- ▶ **Returned merchandise must** be in the original condition.
- ▶ Defective items may be exchanged for the same product within 30 days of shipment. If a material defect is discovered outside of the 30 window, please call us to discuss the issue.
- ▶ Please allow us at least 15 days to receive and process your return. We will always do our utmost to issue your return as soon as possible. The original credit card used for the purchase will be credited.
- ▶ Problems, questions, or suggestions? Email us at info@victorystore.com.

Merchandise Return Form

Name: _____

Address: _____

City, State, Zip: _____

CarnivalFunDesigns Order # _____ Daytime Phone: _____

Please check the appropriate option:

_____ Please replace as instructed below _____ Please credit / refund

Please check the appropriate reason for the return:

_____ Quality not as expected _____ Didn't fit / Wrong size _____ Damaged in shipment
_____ Manufactured defect _____ Ordered incorrectly _____ Received an incorrect item

Comments: _____
