

# Returns

## How do I return an item if I live outside of the continental United States?

### GENERAL PRODUCT RETURNS - OUTSIDE OF THE CONTINENTAL UNITED STATES

All orders shipped outside of the continental 48 states, you may still return your order to us for credit, but you are responsible for all shipping charges. When returning your item, we **STRONGLY** suggest that you use a method of shipping that includes tracking. If there is an error or the items you received were damaged, please give us a call so that we may correct the situation immediately. We will not be held responsible for crediting your account if you cannot verify receipt of the Product Return.

#### Our returns address is:

Costume Discounters  
16205 West Small Road  
New Berlin, WI 53151

Costumes may only be returned, if they are unworn and in new condition with original packaging within thirty (30) days of receipt.

All costs associated with shipping Product Returns are at the expense of the customer and are non-refundable. Once your package has been received and inspected, a credit will be issued to you for the price of the item(s) being returned. If your order was placed with a check or money order, you will receive a check.

The following accessories may only be returned if in unopened and in factory sealed packages: (including, but not limited to) make-up, hats, wigs, beards, moustaches, eyebrows, eyelashes or any other artificial hair item, teeth, undergarments

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including stockings, noses, CDs and video tapes. These products are NOT returnable if the package or box/bag is not factory sealed.

Returning Shoes: All shoes that are returned must be unmarked (without scuffs), unused and in new condition.

Special Order Items and all Mascot Costumes are not returnable.

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