

# FORMAL FASHIONS

## ATTN: RETURNS AND EXCHANGES

1500 West Drake Drive, Tempe, AZ 85283-4346

Toll Free 1-800-528-7909

Fax (480) 491-2228

www.formalfashionsinc.com

Items must be returned within 30 business days in new condition with ALL tags and labels intact.

Garments that are SOILED, ALTERED, DAMAGED, WORN or WASHED will NOT BE ACCEPTED and will be sent back to the customer. All items returned after 30 business days must have APPROVAL by a Formal Fashions consultant prior to returning. Additional fees may apply.

Manufactured garments featured in our current catalog or website can be exchanged or returned with a **30% restock fee**.

In stock items can be exchanged or returned with a **15% restock fee**.

**Special orders, special cuts, size runs, or non-featured items are NON-RETURNABLE / NON-EXCHANGEABLE.**

You must notify Formal Fashions of any missing or defective items within 3 business days of receiving your order to be eligible for a return / exchange.

### Should you need to exchange or return any items, please follow these steps:

Complete the Exchange / Return form (on the back). The account name, customer number and a copy of the sales order or invoice are required.

To insure proper credit, return items with this form to:

Formal Fashions, Inc  
1500 West Drake Drive  
Tempe, AZ 85283-4346

\*Ship by FEDEX, UPS OR USPS (insured). Please retain a tracking number for your shipment

Please remember, if exchanging a manufactured garment, we will need additional time to process the order. The order will be processed with the manufactured exchange date once received

#### Shipping Charges:

If we receive the return items and the exchange order is placed at that time, there will be no charge for shipping the exchange items. Exchange items will be shipped back to you using the same transit time the return items were shipped back to Formal Fashions. We only ship exchanges via FedEx 2 day, 3 day or Ground.

If you place your exchange order prior to sending back the return items, you will be charged for shipping. You will only be credited for the items returned (less the restock fee) once we receive the item(s). You will not be reimbursed for your shipping charge.

\*There may be additional shipping and handling charges to meet performance dates. Please indicate on the back of this form if you are willing to pay these additional fees to make a performance date. Please include a MasterCard / Visa / American Express number to pay for the additional costs.

#### EXPLANATION / COMMENTS:


