

HD Halloween, Inc. Return & Exchange Policy

At HD Halloween, Inc. we strive to provide you with the highest quality merchandise and believe you will be extremely satisfied with your purchase. We acknowledge that there may be, at times, a situation where a customer may need to return an item. Maybe it arrived damaged and you don't want a replacement. It may not be what you expected once you received it. For whatever the reason, HD Halloween, Inc. will accept returns if made within **30** days from purchase. You must follow the following procedure before returning your merchandise. We cannot refund shipping charges unless the return is the result of an error made by HD Halloween, Inc.

- The item **must** be new and unopened.
- You **MUST** call HD Halloween, Inc. at **201-819-2100** and request RMA # (Return Material Authorization Number). During this call you will be asked for the reason for the return/exchange then you will be issued your RMA #.
- Repack the item into the box it came in if you can or a smaller one if necessary. Make sure you cross out any other shipping information on the box except your return address and HD Halloween, Inc. Enter your RMA # on the copy of the packing slip, circle the item being returned/exchanged and place them in the box. Please note that a valid proof of purchase must be included for the item being returned. No exceptions.
- Mark the outside of the package with the RMA # and ship it to:

**HD Halloween, Inc.
171 West Prospect Street
Waldwick, NJ 07463**

- You will be credited for your purchase using the same method of payment as the purchase was made with.
- The exchange item you want must be of equal value or more than the item you are sending in for exchange. You will be billed any additional cost for the replacement item along with shipping.

NOTE: Merchandise is non-returnable and non-refundable if it has been used, worn or is a special order or custom item. We cannot refund any custom or personalized item unless there is a defect in manufacturing or workmanship.

NOTE: If your merchandise arrives damaged **and you are home for the delivery**, refuse the broken or damaged items with the carrier and note the damage with them.

