

EXCHANGES & RETURNS - NO RESTOCKING FEES!

We're here to help you with your exchanges or returns. You have up to 45 days from the ship date to return eligible items for a refund to the original form of payment. Style or size exchanges of unworn products are welcome any time within the current recital season through July 20, 2024. Shipping and handling charges are non-refundable. Allow up to 10 business days for processing your return. Please note that Weissman retains the right to issue an account credit in place of a refund.

Items that may not be returned: clearance and discontinued items, special orders, customize styles, select undergarments, tights, makeup, hair and foot care items (including toe pads), and size sets.

RETURN AUTHORIZATION

You must have a return authorization number to send back your item(s). Please contact a Customer Service Representative to request one before you ship.

RETURN INSTRUCTIONS

- Please return your merchandise within 10 days of receiving your Return Authorization Number or the product may no longer be eligible for return.
- Print your Return Authorization Summary and place it in your return package.
- Write your return authorization number on the outside of the package.
- Send all items included with costumes, such as hair poufs or gloves. (Do not include optional accessories purchased separately.)
- You are responsible for shipping costs, we recommend choosing a delivery carrier with tracking capability.

RETURNS BY MAIL

If you are making an exchange by mail and the cost of your new item(s) exceeds the cost of your original order, please package a payment for the difference in cost with your return item(s). Please do not send cash.

CONDITION OF ITEMS

- All merchandise must be returned in new, unworn condition in the original resealable packaging with tags attached.
- Laundered items cannot be returned.
- Merchandise must not have writing on the tag.
- Shoes must be returned in perfectly new, unmarred, and unsoiled condition and undamaged shoe boxes. Shoe boxes that have been written on and taped cannot be accepted. Please place shoe boxes inside another shipping container. Damaged shoe boxes will not be accepted for return.
- Any merchandise received not complying with these instructions will be returned to you with no refund or exchange given.

EXCHANGES ONLY

Any exchange item(s) will be sent based on the current shipping calendar for the date that your exchange order is placed. If time is of the essence, we recommend you place a new order for the sizes you need with a Customer Service Representative as soon as possible and then obtain a Return Authorization number to return the items you need for a refund. Send only the item(s) to be exchanged; you will receive replacements for everything with your new order.

Return Authorization # :		Customer Name:	
Customer Number:		Order Number:	
Phone Number:		Address:	
Email Address:			

ITEMS BEING RETURNED

STYLE #	QTY	REASON CODE	COLOR	SIZE

EXCHANGE ITEMS FOR

STYLE #	QTY	COLOR	SIZE

For Exchanges: Please enclose any price difference on items. Include your shipping address if it is different than your original order to receive your exchange order.

Return/Exchange Reason Codes

- R27 Sizing - Too Small - Too Small Overall
- R30 Sizing - Too Small - Too Small - Chest
- R31 Sizing - Too Small - Too Small - Waist
- R32 Sizing - Too Small - Too Small - Seat/Hip
- R33 Sizing - Too Small - Too Small - Leg Opening
- R34 Sizing - Too Small - Too Small - Sleeve
- R35 Sizing - Too Small - Too Short - Overall
- R36 Sizing - Too Small - Too Short - Sleeve
- R45 Sizing - Too Small - Too Small - Neck

- R28 Sizing - Too Large - Too Big Overall
- R37 Sizing - Too Large - Too Big - Chest
- R38 Sizing - Too Large - Too Big - Waist
- R39 Sizing - Too Large - Too Big - Seat/Hip
- R40 Sizing - Too Large - Too Big - Leg Opening
- R41 Sizing - Too Large - Too Big - Sleeve
- R42 Sizing - Too Large - Too Long - Overall
- R44 Sizing - Too Large - Too Long - Sleeve

- R02 Quality/Satisfaction - Fabric/Material Not As Expected/Shipped
- R43 Quality/Satisfaction - Color Pattern Not As Expected/Pictured
- R00 Service/Shipping - Changed Mind
- R01 Service/Shipping - Ordered Incorrect Item
- R25 Service/Shipping - Shipment Arrived too Late
- R17 Service/Shipping - Miscellaneous