Dear American Girl Customer,

RETURN FORM

We hope that your purchase will bring many hours of enjoyment. We guarantee all American Girl merchandise unconditionally. If you are not completely delighted with your purchase, please return it for a prompt exchange, credit, or refund of the product purchase price.

If you have any questions about returning items, please call our Customer Service Department at 800-845-0005 or send us an e-mail at service@americangirl.com.

If you wish to return an item, please follow these instructions.

(1) Complete steps 1-3 below. Provide an address for refund or replacement shipment in the space provided (if applicable).
(2) Pack this form, along with your items, securely in a corrugate box. Cut out the return address label on the right and affix it to your package.
(3) Ship your package to us via UPS, FedEx or insured U.S. Mail for your protection.

Sorry we cannot accept COD packages.

American Girl™

Returns Department
8300 Fairway Place
Middleton, WI 53562

1 I AM RETURNING

(USE THE SHADED REASON CODE LIST IN THE NEXT COLUMN TO DETERMINE REASON CODE)

QTY	PRODUCT CODE	PRODUCT NAME	COLOR	SIZE	REASON CODE	PRICE

RETURN TOTAL ( )

2 I AM ORDERING

QTY	PRODUCT CODE	PRODUCT NAME	COLOR	SIZE	PRICE

ORDER TOTAL

3 PAYMENTS (Complete only if balance due to American Girl.)

Enclose your payment(s) as indicated below.
Make checks payable to: **American Girl.**
Do not send cash.

☐ AMERICAN EXPRESS ☐ DISCOVER/NOVUS ☐ CHECK/MONEY ORDER
☐ MASTERCARD ☐ VISA ☐ GIFT CERTIFICATE

PHONE ( )
Required if paying by check

CARD ACCOUNT NUMBER

EXP. DATE PRINT NAME

SIGNATURE OF AUTHORIZED BUYER

RETURN TOTAL	( )
ORDER TOTAL	
SUBTOTAL	
SHIPPING & PROCESSING 5% OF SUBTOTAL (For U.S. and its possessions. Call for international and rush rates.)	
SALES TAX (required for delivery in IL, NY, WI, CA, TX, MA)	
BALANCE U.S. CURRENCY ONLY	

RETURN REASONS

SERVICE

01 Arrived too late
02 Wrong item shipped
03 Component of item missing
04 Item missing
05 Poorly packaged/ contents damaged
06 Damaged by carrier

FIT/SIZING

TOO SMALL	TOO LARGE	
30	40	Crotch
31	41	Chest
32	42	Waist
33	43	Sleeve length
34	44	Across shoulders
35	45	Neck
36	46	Garment length
37	47	Hip
38	48	Overall

QUALITY

11 Manufacturing defect
12 Too expensive
13 Not as pictured
14 Not as described
15 Garment fabric
16 Dislike color
17 Color faded or bled
18 Quality expectation not met

OTHER REASONS

61 Duplicate gift
62 Changed mind
63 Inappropriate for child's age
64 Ordered in error
65 Related to return of other item
66 Purchased wrong size
71 Other

ADDRESS FOR REFUND OR REPLACEMENT SHIPMENT

NAME

ADDRESS

CITY STATE, ZIP

DAYTIME PHONE

If balance is due to customer:

REFUND CHECK	If your order was paid for by check, money order, or gift certificate, or was a gift, a refund check will be generated and sent to the address you indicate above.
CREDIT CARD CREDIT	If your order was a credit card purchase, a credit will be sent to your credit card company. Please allow up to 2 billing cycles for the credit to appear on your statement.

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