

RETURN FORM

Dear American Girl Customer,

We trust you are delighted with your purchase from American Girl. If for any reason you are not, we will promptly exchange or provide a merchandise credit for any returned product. A refund is available with your original proof of purchase from American Girl. Shipping and processing fees are non-refundable.

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) 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.

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.

- | | | |
|---|---|--|
| <input type="checkbox"/> AMERICAN EXPRESS | <input type="checkbox"/> DISCOVER/NOVUS | <input type="checkbox"/> CHECK/MONEY ORDER |
| <input type="checkbox"/> MASTERCARD | <input type="checkbox"/> VISA | <input type="checkbox"/> GIFT CARD/CERTIFICATE |

PHONE () _____
Required if paying by check

| | | | | | | | | | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|

CARD ACCOUNT NUMBER

| | | | | | | | | | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|

EXP. DATE _____ PRINT NAME _____

SIGNATURE OF AUTHORIZED BUYER



Send To:



Returns Department
8300 Fairway Place
Middleton, WI 53562

RETURN REASONS

| SERVICE | FIT/SIZING | TOO SMALL | TOO LARGE | |
|---|------------|-----------|------------------|--|
| 01 Arrived too late | 30 | 40 | Crotch | |
| 02 Wrong item shipped | 31 | 41 | Chest | |
| 03 Component of item missing | 32 | 42 | Waist | |
| 04 Item missing | 33 | 43 | Sleeve length | |
| 05 Poorly packaged/ contents damaged | 34 | 44 | Across shoulders | |
| 06 Damaged by carrier | 35 | 45 | Neck | |
| | 36 | 46 | Garment length | |
| | 37 | 47 | Hip | |
| | 38 | 48 | Overall | |

| QUALITY | OTHER REASONS |
|--------------------------------|------------------------------------|
| 11 Manufacturing defect | 61 Duplicate gift |
| 12 Too expensive | 62 Changed mind |
| 13 Not as pictured | 63 Inappropriate for child's age |
| 14 Not as described | 64 Ordered in error |
| 15 Garment fabric | 65 Related to return of other item |
| 16 Dislike color | 66 Purchased wrong size |
| 17 Color faded or bled | 71 Other |
| 18 Quality expectation not met | |

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 by check, money order, or gift card/certificate, 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. |