

Hats in the Belfry *Hassle Free*

RETURN/EXCHANGES

407 Headquarters Dr. Suite 6 / Millersville, MD 21108

REFUNDS DIRECTIONS

- 1) **YOU DO NOT NEED AUTHORIZATION FOR ANY RETURNS.** We accept all unworn merchandise (with original tags attached) within 30 days of delivery date.
- 2) You are responsible for shipping costs **back** to Hats in the Belfry. We strongly recommend insuring the package - we cannot accept returns damaged in shipping.
- 3) We process refunds within 5 business days after receiving your item. Original shipping costs are non-refundable. Refunds may take 21 days to post to your account.
- 4) Exchanges are typically processed within 1-3 business days. We do not require any additional shipping costs from you to ship the exchange to you.

Did we ship you the wrong item or is it defective in some manner?

If you receive a defective or incorrect item, please call **888-999-4287** or email **hats@hatsinthebelfry.com** immediately before shipping anything back. We will make arrangements on getting you a new item - as well as getting original one back - at no cost.

Original Order # _____

Name on
Original Order: _____

I would like a REFUND

Reason for return (check all that apply)

- Fits too tight
- Fits too loose
- Didn't like hat band, bow or embellishment
- Color is lighter than pictured
- Color is darker than pictured
- Quality not as pictured
- Didn't like fabric
- Didn't like it on
- Poor craftsmanship
- Changed mind
- No longer needed
- Gift Return

Damaged/Defective/Other? Please detail.

I would like to EXCHANGE

Provide new shipping address ONLY if it changed from the original

New Ship

"To" name: _____

New Address: _____

New Phone : _____

Please list the new hat, size, color you want;
write "Same" if it hasn't changed:

Hat Name or SKU number: _____

Size: _____ Color: _____

Hat Name or SKU number: _____

Size: _____ Color: _____

Please Send ALL returns and exchanges to:

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