

Fandomculture.ca Return Form

REFUND AND EXCHANGE POLICY

Returns or exchanges will only be issued for purchases within thirty (30) days of the order's ship date. Refunds or exchanges will only be accepted for chests in their original condition, and items that are in original/unopened packaging, unused/unworn, and with all paperwork, parts & accessories for credit of the purchase. Any incurred shipping charges, gift wrap, and other charges (if applicable) are not refundable. Customized greeting cards are not refundable. Please note that refunds may only be issued to the purchaser, and can only be provided in the original form of payment.

ITEMS DAMAGED IN TRANSIT

If a package is received damaged due to transport, contact us with forty-eight (48) hours of receiving your package, and we will assist you with your claim.

- Take pictures of the exterior of the shipping carton.
- Take pictures of the chest(s), and items in the chest
- Fill out this form with all required information.
- Be sure to include the tracking number and order number on the RETURN FORM
- Email all pictures and this RETURN FORM to customerservice@fandomculture.ca

Return Instructions

1. Complete RETURN FORM and email to customerservice@fandomculture.ca. Once we receive your RETURN FORM, a Return Merchandise Authorization (RMA) number will be issued and sent to you via email.
 2. We will provide you a Return Shipping Label that will be sent to you via email.
 3. Pack the Chest including the items that are in their original packaging, unused/unworn, and with all paperwork, parts & accessories securely in the original product packaging.
 4. Ensure the Return Merchandise Authorization form (RMA) you received via email is enclosed with the chest(s) being returned. Returns sent without a Return Authorization (RMA) form will delay processing of your return.
 5. Remove all extra labels from the outside of the box and affix the return label you received via email to the outside of it.
 6. Drop the package off at your local Canada Post Outlet.
- You will be responsible for all shipping charges on Returned Items.
 - We use a traceable shipping method for your return package and we ask that you keep the return tracking number for your records. We will not be responsible for damaged, misdirected or lost return packages.

Customer Information

Customer Name: _____

Customer Phone: _____

Customer Email: _____

Order #	Chest SKU #	Description	QTY	Reason Code*	Canada Post Tracking Number
1234567890	BSTBJAD40002	BLUE JAYS SUPPORTERS 1977 CHEST	1	F	1234567890

*Return Reason Codes: A) Arrived Damaged B) Defective Item C) Incorrect Item D) Wrong Size E) Defective After Use F) Other