

Returns/Exchange Form

Dear My Twinn Customer,

Thank you for your recent order. We hope your purchases will bring you many years of fun and enjoyment. If for any reason you wish to return your purchases, our Return policy is stated below. If you have any questions or concerns about returns or exchanges, please contact us via Chat or visit the [CONTACT](#) link at the bottom of our website to send us an email and we will be glad to assist.

Returns Policy:

Any product purchased between September 15th and December 21st can be returned until January 31st. Products purchased all other times of the year have a 45 day return from the date of receipt of product.

If you request a refund on a personalized doll they are subject to a non-refundable \$40 customization fee upon review.

If you are sending your personalized doll into the Doll Hospital simply undress your doll and wrap it in white tissue paper. Please do not use newspaper as this will damage the vinyl of the doll.

Return Shipping charges are the responsibility of the customer unless the return is a result of our error. Vintage Collector Dolls are **non-returnable and non-refundable**.

Please follow the instructions below for Returns/Exchanges.

- Include this completed Returns form below with your item(s) in their original condition, including all packaging.
- Use the provided address below to send all returns/exchanges.
- Ship your package using a carrier of your choice. We recommend using a carrier that uses tracking numbers. (Ex. UPS, FedEx) My Twinn is not responsible for packages lost in transit.
- If a refund is requested, we will only refund back to the original credit card that was used to place the order.
- Once we process the Return/Exchange, we will send an email confirmation.

To complete the Items for Returns/Exchange form please use the Action codes and Reason Codes that are provided below in the designated field. Completing this form fully and completely will ensure your return is handled quickly and accurately.

Action Codes:

Return –RT
Refund – RF
Exchange – EX

Reason Codes:

| | |
|---------------------------|------------------------|
| Missed delivery date – MD | Damaged/Defective – DD |
| Wrong item received – WR | Changed mind – CM |
| Not as pictured – NP | Do not like style – DL |
| Too small – TS | Too large – TL |

Items For Return/Exchange Form

| Action Code | Reason Code | Item number | Item Name | New Size |
|-------------|-------------|-------------|-----------|----------|
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Please include your order number and/or order billing information plus any contact information that is needed to process your return in the space provided below:

| | |
|---------------|--|
| Order #: | |
| Billing Name: | |

Company Use Only

| | | |
|------------------|-------------------|----------------------|
| _____ RMA Number | _____ Reason Code | _____ Print Initials |
|------------------|-------------------|----------------------|



Send all returns and exchanges to:

My Twinn Returns
100 My Twinn Lane
Chatham, VA 24531

