RETURN & EXCHANGE INFORMATION

ANNALEE DOLLS 23 FOUNDRY AVENUE, MEREDITH, NH 03253 | 800-433-6557 | ANNALEE.COM

Thank you for your order!

Should you have any questions or concerns about your shipment, please call us within 30 days of receipt of merchandise at: **800-433-6557**
Customer Service Hours:
Monday - Friday 8:30am - 4:30pm EST

Shortages and Damages

If your order arrived damaged or missing items, please notify Annalee Customer Service immediately. Credit will be given for the damaged/shorted item and a new order will be placed for the replacement. We will either make arrangements to have the damaged item picked up or let you know to discard it.

Our Hassle Free Return Policy

We hope your new Annalee doll brings you years of enjoyment and special memories. But, if you are not completely satisfied with your purchase, you may return it within 30 days of receipt of merchandise for a refund or exchange. Follow the instructions below.

- Enclose the merchandise and this return form in a box
- Attach the return label (located below the dotted line) to the outside
- Send back via your choice of FedEx, UPS or USPS
- Return postage is required for delivery. Shipping and handling fees are non-refundable.

Please allow 10 days for us to receive your return and process your request. If you are returning an order containing a free gift, that item will be expected in the return package as well. If it isn't, the value of the free gift will be taken off the refund.
Please note: Products are subject to minor design and accessory variations. Facial expressions vary depending on the item.

RETURNS & EXCHANGES: In the form below, please indicate the item(s) you are returning, including a reasoning code.

SHIPPING AND HANDLING FEES ARE NON-REFUNDABLE

☐ Please Refund My Credit Card ☐ *Exchange Item(s) ☐ I am Returning a Gift for (check one below)
☐ *Exchange ☐ Gift Certificate

**You can expedite an exchange by placing a new order with your credit card and returning your unwanted merchandise for credit.*

REASON CODE	QTY	ITEM NUMBER	ITEM NAME	PRICE

REASON CODE: **A.** DAMAGED/DEFECTIVE **B.** DID NOT ORDER **C.** DUPLICATE ORDER/ITEM **D.** CHANGED MY MIND(subject to a 15% restocking fee)

NAME: _____

ADDRESS: _____

_____

Carrier will not accept without return postage.

ATTN: SHIPPING/RETURNS DEPT.
ANNALEE DOLLS
23 FOUNDRY AVE.
MEREDITH, NH 03253