

# EXCHANGES & RETURNS 2022-2023

## EXCHANGES

Exchanges can be made within 60 days of shipment. Additions to your exchange will be considered a new order and require additional shipping charges. Please note that exchanges can take 7-10 days to process. If your exchange is time sensitive, please call customer service at (866) 542-6500.

## RETURNS

All returns must be made within 60 days of shipment. Shipping and handling charges are non-refundable. Please note that refunds can take up to 10 days to process.

## ITEMS THAT MAY NOT BE RETURNED

All undergarments, tights, make-up, hair and foot care items (including toe pads, etc.), discontinued, and clearance items may not be returned.

## PACKAGING RETURNS

- All items must be unworn and in their original resalable packaging with tags attached.
- Laundered items cannot be returned.
  - Please place the package inside another shipping container or box. Please do not tape and/or label shoe box or item package, etc.; the package gets destroyed and the product cannot be accepted for return.

## SHIP YOUR EXCHANGE OR RETURN TO:

Dancewear Solutions  
ATTN: Exchanges & Returns  
6700 Manchester Ave  
St. Louis, MO 63139

Customer Name:		Customer Number:	
Order Number:		Phone Number:	
Email Address:			

## ITEMS BEING RETURNED

STYLE #	SIZE	COLOR	REASON CODE	QTY

## EXCHANGE ITEMS FOR

STYLE #	SIZE	COLOR	QTY

**For Refunds Paid By Credit Card:** Your payment will be refunded to the card that was used to make the purchase. If we cannot refund to the card used, mark "Issue Refund Check".

**For Exchanges:** Please enclose any price difference on items. Include your shipping address below to receive your exchange order.

Issue Refund Check

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## Return/Exchange Reason Codes

R27 - Too Small Overall	R38 - Too Big - Waist	R17 - Miscellaneous	R06 - Material - Elasticity
R30 - Too Small Chest	R39 - Too Big - Seat/Hip	R19 - Packing - Color/Size/Item Marked	R07 - Material - Discoloration
R31 - Too Small Waist	R40 - Too Big - Leg Opening	Wrong R20 - Shipped to Wrong Address	R08 - Manufacturing - Assembly
R32 - Too Small - Seat/Hip	R41 - Too Big - Sleeve	R21 - Overpull - Didn't Order Item	R09 - Manufacturing - Seams Open
R33 - Too Small - Leg Opening	R42 - Too Long Overall	R22 - Received Incorrect Order	R10 - Manufacturing - Rhinestones
R34 - Too Small - Sleeve	R44 - Too Long - Sleeve	R24 - Shipping - Incorrect Color/Size/Item	R11 - Manufacturing - Trim
R35 - Too Short Overall	R00 - Changed Mind	R25 - Shipment Arrived too Late	R12 - Manufacturing - Broken Accessories
R36 - Too Short - Sleeve	R01 - Ordered Incorrect Item	R02 - Fabric/Material not as expected/pictured	R13 - Manufacturing - Incorrect Material
R28 - Too Big Overall	R03 - Data Entry Error	R04 - Material - Run/Rip/Hole/Tear/Snag	R18 - Quality Assurance - Missing/Mismatch
R37 - Too Big - Chest	R15 - Unable to Deliver/Refused Delivery	R05 - Material - Stain/Mark	R43 - Color Pattern not as expected/pictured