

## **Return and Exchange Policy for Panda Apparel / Amazon.com orders**

### **Return Authorization**

If you need to exchange or return any item(s) purchased from Panda Formals then you must FIRST obtain a Return Merchandise Authorization (RMA) number by contacting our customer service at sales@pandaformals.com within 5 business days after receiving your package. Otherwise all sales are considered final.

All returns must be received within 7 days after the RMA. If your merchandise is not received within this time frame we reserve the right to refuse the return.

### **Condition of Merchandise**

All merchandise must be returned in the same condition it was received. All tags must be intact and include all original packaging. Merchandise must not be altered, hemmed, laundered, dry cleaned, worn or otherwise damaged. Dress shirts that have been removed from the package are not returnable.

Merchandise must be well packaged and insured. Merchandise that is "stuffed" into packaging that creates wrinkles, creases or other damage will be refused. We recommend shipping items back in the original cartons.

### **Restocking Fee**

Returns will be processed less a 20% restocking fee within 7-14 business days after receiving the item in our warehouse. The restocking fee is not applicable to exchanges.

The customer is responsible for all return shipping costs. In the event of an error on our part, we will reimburse for shipping costs as part of the RA process.

### **Non-returnable items**

If your merchandise is received in non-resalable condition (see above), you will be notified that the item will be returned to you and no exchange or refund will be issued. If you reject the return shipment from us, Panda Apparel reserves the right to liquidate the merchandise and withhold credit.

### **Costs**

For exchanges, a credit card or other payment must be provided to cover the restocking fee and return shipping charges. If the new item is more expensive you will be charged for the difference and if the item is less expensive you will receive a credit for the difference.

### **Exclusions**

Seasonal and holiday items that are returned after the holiday and have been placed on sale or clearance will be refunded at the current price listed on the site.

Items returned after 30 days require special care and attention. If you initiate a return after 30 days, we will process the return subject to a 20% restocking fee or send the item back to you at our discretion.

## Return and Exchange Policy for Amazon.com / Panda Apparel orders

Exchanges are subject to re-shipping charges to cover postage and handling. Please complete the following:

I would like a refund / exchange (circle one) for the merchandise.

RMA# \_\_\_\_\_

For exchanges, please detail what items you would like including any alternate selections in the event an item is not available:

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EXCHANGES ONLY: Additional costs paid via Credit Card (enter below) or Check payable to Panda Apparel for \$6.99 for shipping and handling plus any additional merchandise.

Visa, MasterCard, American Express, Discover\*\*\* \_\_\_\_\_

Expiration Date \_\_\_\_\_

\*\*\*Shipping charges and any additional costs will be billed to this credit card by Panda Apparel. Refunds will be processed through Amazon.com.

### Returns and exchanges can be sent pre-paid, insured and tracked to<sup>1</sup>:

Panda Apparel  
70 Jackson Drive, Unit N  
Cranford, NJ 07016

Please include a copy of the invoice with the exchange/return to ensure proper processing.

Contact sales@pandaformals.com or call 908-497-9900 with any questions or concerns.

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Thank you for purchasing our products on Amazon.com. We strive to offer you the best value and service possible. Please take a moment to rate us as a seller on the Amazon.com Web site. You also can write a product review for other customers. To rate us:

- Open <http://www.amazon.com>
- At the top of the page, click "Your Account"
- Under "Where's my Stuff?", click "Leave seller feedback"

To rate and review a product:

- Open the product detail page
- Under "Customer Review", click "Write an online review"

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<sup>1</sup> Not responsible for lost packages that are not trackable or insured.