



US Return Form

Dear American Girl Customer,

We hope that you and your girl love your purchase from American Girl. If for any reason you don't, we'll try to find a way to make it right with an exchange, merchandise credit, or refund within 90 days of purchase. Be assured we'll do our very best to take care of you, but from time to time, we will not accommodate a return. Create Your Own Dolls and Garments, dolls with ear piercing, and shipping and processing fees are non-refundable. For final sale items, we will not accommodate returns, refunds, or exchanges. If you have any questions about returns or require service, please visit americangirl.com/returns, call our Customer Service Department at 800-845-0005, or email service@americangirl.com.

If you wish to return an item, please follow these instructions.

1. Type your information below and print this form.
2. Pack this form, along with your item(s), securely in a cardboard box.
3. Print a flat rate mailing label or pre-addressed shipping label from americangirl.com/returns.
4. Ship your package.

Sorry we cannot accept COD packages.

ADDRESS FOR REFUND	I am the: <input type="checkbox"/> Purchaser <input type="checkbox"/> Gift Recipient
Name _____	
Address _____	
City, State, Zip _____	
Daytime Phone _____	Email Address _____

I AM RETURNING Order Number(s) _____ (Use the return reason list below to indicate reason for your return.)

QTY	ITEM CODE	ITEM NAME	RETURN REASON	SIZE	PRICE

If you have additional items, please write them on the back of this paper.

RETURN TOTAL

ALL APPLICABLE SALES TAX FROM THE ORIGINAL ORDER WILL BE REFUNDED APPROPRIATELY

REFUND [U.S. CURRENCY ONLY]

RETURN REASONS

CARRIER/FULFILLMENT

- 01 Arrived Too Late
- 02 Wrong Item Shipped
- 06 Damaged By Carrier
- 07 Ear Piercing/Customization Error

QUALITY

- 03 Component of Item Missing
- 05 Poorly Packaged/Contents Damaged
- 11 Manufacturing Defect
- 15 Dislike Garment Fabric
- 17 Color Faded or Bled
- 18 Quality Expectation Not Met
- 74 Quality of Ear Piercing/Customization

FIT/SIZING

Too Small **Too Large**

- 30 40 Crotch
- 31 41 Chest
- 32 42 Waist
- 33 43 Sleeve Length
- 34 44 Across Shoulders
- 35 45 Neck
- 36 46 Garment Length
- 37 47 Hip
- 38 48 Overall

OTHER REASONS

- 12 Too Expensive
- 13 Not as Pictured
- 14 Not as Described
- 61 Duplicate Gift
- 62 Changed Mind
- 63 Inappropriate for Child's Age
- 64 Purchased in Error
- 65 Related to Return of Other Item
- 71 Other _____