



# Merchandise Return / Exchange Form

## Return Policy:

Most items are eligible for refund or exchange within 60 days of delivery, with some exceptions. Items must be unused and unworn, with any original tags or packaging, and must be returned in resalable condition. Shipping fees are non-refundable.

Items that have been washed and/or dried in the dryer, damaged/stained after delivery, smell of smoke, are covered in pet/human hair or have the size label/tag cut or torn out may be subject to restocking fees or rejection and may be returned to the customer at the customer's expense.

If you believe your order arrived damaged/defective, please contact our Customer Service team before returning, and we will be happy to assist.

## Exceptions:

Some items are shipped direct from the manufacturer, and are marked as "not eligible for returns/exchanges." You will also find this notice on your packing slip. If these items are returned against our policy, a 35% restocking fee will be deducted from your refund.

Items returned after the 60 day time frame are subject to a 35% restocking fee.

If all items on an order that used a "free shipping" coupon are returned, shipping fees may be deducted from your refund.

If you have any questions about returning an item, please contact our Customer Service team.

## How To Return:

You do not need to contact us for a return authorization. Please print and fill out this form and include a copy of your invoice/packing slip. We recommend using a shipping service with tracking. Refunds will be issued back to the original form of payment. Please allow 2 billing cycles for the refund to appear in your account.

Customer Name:	Order #:
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Item #	Size	Product Name	Reason For Return / Exchange Request

## Exchanges

You have two options for exchanges:

- RECOMMENDED: Return your items for refund, and place a new order on our website at any time. This will ensure that your selection is in stock, and your new order will get to you quicker.
- OR: Note your new selections above, and fill out the credit card information below. A new shipping fee (based on the rates on our site), plus any difference in item price, will be calculated and applied to your account.

CC # \_\_\_\_\_ EXP: \_\_\_\_/\_\_\_\_

SIGNATURE: \_\_\_\_\_

## Return Address

SuperheroDen.com  
150 E Grove St FL 3  
Dunmore, PA 18510  
USA

E-Mail: [help@superheroden.com](mailto:help@superheroden.com)

Phone: 1-570-218-4450

Our hours are:  
M - F: 9am – 5pm ET