



CANADA 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 on purchases within the last year. Be assured we'll do our very best to take care of you, but from time to time, we will not accommodate a return. Shipping and processing fees are non-refundable. 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 via insured Canada Post.

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* _____
*This information will not be used for anything other than to contact you about this return	

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

*ORDER NUMBER IS REQUIRED TO RECEIVE A REFUND OF CANADIAN DELIVERY FEES.

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]						

<p>RETURN REASONS</p> <p>CARRIER/FULFILLMENT</p> <p>01 Arrived Too Late</p> <p>02 Wrong Item Shipped</p> <p>06 Damaged By Carrier</p> <p>07 Ear Piercing/Customization Error</p> <p>QUALITY</p> <p>03 Component of Item Missing</p> <p>05 Poorly Packaged/Contents Damaged</p> <p>11 Manufacturing Defect</p> <p>15 Dislike Garment Fabric</p> <p>17 Color Faded or Bled</p> <p>18 Quality Expectation Not Met</p> <p>74 Quality of Ear Piercing/Customization</p>	<p>FIT/SIZING</p> <table style="width:100%; border:none;"> <tr> <td style="width:15%;">Too Small</td> <td style="width:15%;">Too Large</td> <td style="width:70%;"></td> </tr> <tr> <td>30</td> <td>40</td> <td>Crotch</td> </tr> <tr> <td>31</td> <td>41</td> <td>Chest</td> </tr> <tr> <td>32</td> <td>42</td> <td>Waist</td> </tr> <tr> <td>33</td> <td>43</td> <td>Sleeve Length</td> </tr> <tr> <td>34</td> <td>44</td> <td>Across Shoulders</td> </tr> <tr> <td>35</td> <td>45</td> <td>Neck</td> </tr> <tr> <td>36</td> <td>46</td> <td>Garment Length</td> </tr> <tr> <td>37</td> <td>47</td> <td>Hip</td> </tr> <tr> <td>38</td> <td>48</td> <td>Overall</td> </tr> </table>	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	<p>OTHER REASONS</p> <p>12 Too Expensive</p> <p>13 Not as Pictured</p> <p>14 Not as Described</p> <p>61 Duplicate Gift</p> <p>62 Changed Mind</p> <p>63 Inappropriate for Child's Age</p> <p>64 Purchased in Error</p> <p>65 Related to Return of Other Item</p> <p>71 Other _____</p> <p>_____</p> <p>_____</p>
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