

# Please try on your costume at home ASAP!

## Exchange Procedure:

**Step 1:** Notify the office manager (Michelle) at [eds officemanager@gmail.com](mailto:eds officemanager@gmail.com) **within 2 days of receiving your costume from Elevation** for approval to return. If the new size your dancer needs is available, we will be able to process the exchange. Please be aware that there is a chance the size your dancer needs may not be available. In that case, we will not be able to make any changes. **Any alterations needed are your responsibility.**

**Step 2:** Return the costume to the Elevation front desk **AFTER** getting approval from Michelle. **(Must be returned to EDS within 4 days of receiving your costume).**

**Step 3:** Because shipping and handling charges are non-refundable, and EDS is responsible for the cost of shipping the exchanged costume to the vendor, **you will be charged \$25 to cover shipping costs for the exchange.** That payment is due as soon as we receive the costume to return to the vendor and will be charged to your credit card on file.

FULL REFUNDS ARE NOT AVAILABLE ONCE ORDERS ARE PLACED