Hallmark stands behind the quality of our products. If for any reason you are not completely satisfied with a product, simply return it within 90 days of the original purchase date.

To return by mail:
Please print or complete the form below and use the enclosed prepaid shipping label to return items to us for free. When we receive your return, we’ll issue a refund for the purchase price of the item on your original method of payment. We’ll send you an email when we process the credit, generally within a week of receipt. Unfortunately, our Hallmark Gold Crown retail stores are unable to accept returns for online purchases at this time.

Follow these simple instructions to return an item:
1. Use the original packaging or a sturdy corrugated carton.
2. Inside the box: Enclose a copy of your original pack slip or this completed form.
3. On the prepaid return shipping label included in your order: **Clearly print** your order number in the RMA# field and return address.
4. Attach the prepaid return shipping label over the original shipping label on the carton.

Drop your package at a FedEx pickup location. To find a location near you, visit www.FedEx.com

Questions? Visit us at hallmark.custhelp.com to email us or call 1-800-HALLMARK.

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<tr>
<th>Name</th>
<th>Check if this was a gift: ☐</th>
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<tr>
<td>Order #</td>
<td>Phone #</td>
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<tr>
<th>Item Number</th>
<th>Item Description</th>
<th>Qty.</th>
<th>Reason Code</th>
<th>Comment</th>
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**Reason Code:**
1. Damaged or defective item
2. Damaged in shipping
3. Sent wrong item
4. Not as expected/quality
5. Changed mind
6. Did not like (gift)
7. Received duplicate
8. Other – please describe

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**Hallmark Internal Use Only**

Date: ____________________  Processed By: ____________________

Comments: