



Address: 21501 Lawrence 2210, Aurora, MO 65605
Phone Number: 417-678-5748
Email: Help@DreamtimeCreations.com

REFUND FORM

If you are not satisfied with the product you have purchased from us, you are eligible for a refund within 30 calendar days of your purchase and will be based on the method selected below. The product must be in the same condition that you receive it and undamaged in any way. Shipping cost is not eligible for refund.

Reminder: bulk packages are only accepted as a return in the original unopened package.

Refunds can be issued using one of two methods:

1. Charge-back credit to the credit or debit card originally used on the order. A 15% restocking fee will be deducted from the refund amount (unless a new order of equal or greater value has already been placed).
2. Store credit or gift certificate for the purchase total (no restocking fee). Crystal club points will be deducted for all returned items.

Processing a Return:

- All return products should be sent to:

Dreamtime Creations, Inc.

Attn: RETURNS

21501 Lawrence 2210

Aurora MO 65605

- All items for return should be carefully packaged in a padded envelope or box with appropriate dampening protective materials. In the event that returns are damaged in shipment due to inadequate packaging, we will not accept the return or process a refund.

- For your return to be processed, you must include a copy of the original receipt or include a note stating your name, order number, date of order, the quantities originally ordered, and this completed return form.

With all returns, please include any notes of contact with customer service.

If you have any further questions or concerns, do not hesitate to call us at 417-678-5748, Monday to Friday, from 8:30 am to 5:00 pm CT.

Items NOT Eligible for Return

- Any sale or clearance item
- Cut or altered items (such as banding and chain)
- Discontinued or special produced items
- Items ordered especially for you

Return Funds Options

- If your order total is under \$5 you will get a gift certificate for your refund amount.
- If your order total is over \$5 you will get a choice between a gift certificate or having the funds return to your original payment method, less restocking fee.

*Please check the box below for which option you prefer:
(If applicable)*

- ☐ Gift card
☐ Original payment method

Approved Reasons for Returns

- Item damaged
- Ordered too much
- Item not as pictured
- Changed my mind
- Incorrect item
- Arrived too late
- Color not as expected
- Shape not as expected
- Size not as expected

If your reason is not on this list, there is a chance it will not be approved. Please check with customer service if you have any questions.

Return Form

***There will be a minimum charge of \$5 or a restocking fee of 15% for all returns.**

ORDER #	QUANTITY	ITEM DESCRIPTION	ARTICLE NUMBER	ITEM PRICE	REASON FOR RETURNING

If you would like to exchange your order, please fill out the forms on the next page.

Exchange Form

I will be returning these items to Dreamtime Creations.

**All exchanges are subject to a shipping cost.*

[illegible]

I would like to exchange the above items for these new items.

[illegible]