

# RETURN POLICY

Last updated September 05, 2023

Thank you for your purchase. We hope you are happy with your purchase. However, if you are not completely satisfied with your purchase for any reason, you may return it to us for a full refund or an exchange. Please see below for more information on our return policy.

## RETURNS

All returns must be postmarked within thirty (30) days of the purchase date. All returned items must be in new and unused condition, with all original tags and labels attached.

## RETURN PROCESS

To return an item, please email customer service at [support@imaginariumdepot.us](mailto:support@imaginariumdepot.us) to obtain a Return Merchandise Authorization (RMA) number. After receiving a RMA number, place the item securely in its original packaging and Instructions will be given via email from our various fulfillment centers. In most cases this can be handled via email with a description of the problem and clear photo showing the item and the issue. , then mail your return to the following address:

Imaginarium Depot  
Attn: Returns  
RMA #  
4005 Campus Drive  
Fort Worth, TX 76119  
United States

Return shipping charges will be paid or reimbursed by us.

## REFUNDS

After receiving your return and inspecting the condition of your item, we will process your return or exchange. Please allow at least ten (10) days from the receipt of your item to process your return or exchange. We will notify you by email when your return has been processed.

## EXCEPTIONS

The following items cannot be returned or exchanged:

- Wrong size ordered
- Wrong color ordered

For defective or damaged products, please contact us at the contact details below to arrange a refund or exchange.

### Please Note

- Sale items are FINAL SALE and cannot be returned.
- Order Cancellations: Must be made within 24 hours. Our products are print on demand products and sent to production very quickly. If your order has already gone to production it is mostly likely that we will be unable to cancel

it. Thanks for understanding.

## **QUESTIONS**

If you have any questions concerning our return policy, please contact us at:

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[support@imaginariumdepot.us](mailto:support@imaginariumdepot.us)