

Fantapak Return Policy

Fantapak is committed to providing our customers with prompt and efficient customer service. We are always available to answer any questions you may have. We ask that you please contact us as soon as possible if you have questions regarding returning any products received from Fantapak. In the event of an authorized return, you will be provided with an RMA number and proper instructions on how and where to return your merchandise. It is always advisable to obtain a tracking number for your records for any item you ship back to us. To qualify for a refund or replacement, items must be returned in their original packaging. Please note the following:

1. To obtain an RMA number, please provide the original purchase order number and reason for the return.
2. Returns must include the packing slip or RMA number.
3. Products must be returned in the packaging as received.
4. Customer Service will designate the return address, party responsible for the return, and shipping and handling charges.
5. All returns are subject to a 15% restocking fee and any other shipping charges that may be associated with the original order.
6. Please allow 2-3 weeks for credit to issue to account.
7. Fantapak products that are custom made or made to order are not returnable.
8. Fantapak reserves the right to review return requests for product returned after 3 months from date of purchase.
9. RMAs expire 30 days after issue date.

Please contact customer service at 734-838-1300 or order@fantapak.com to receive an RMA number and return instructions for your return shipment.

Thank you,

Fantapak
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