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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 or exchanging any of your products. In the event of an exchange or authorized return, you will be provided 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.

Note the Following:

1. To obtain a 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. For any product returned after 3 months, Fantapak reserves the right to inspection and review.

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 International Corporation