

# REFUND CLAIM FORM

We try to make your refund as easy as possible. Simply complete this form and send it to us along with a photo of the product. We do not accept returns but will issue online store credit gift card, at our discretion, within 30 days of your shipment delivery date. You can use the credit to purchase whatever you like on [hardcandy.com](http://hardcandy.com). Your credit does not expire so take your sweet time deciding what you want.



## THREE STEPS AND YOU'RE ALL SET

**1 FILL OUT.** Complete the form below, and be sure to include your name, email, order number, details about the item you are returning and the reasons for the return. Use one form per product.

NAME

EMAIL

ORDER #

ITEM NAME

REASON  
FOR RETURN

**2 TAKE A PHOTO.** Snap a photo of the product to send us.

**3 EMAIL.** Attach the photo along with this completed form to the following email:  
[info@hardcandy.com](mailto:info@hardcandy.com)

You will not be refunded the shipping fee as we do not refund shipping costs. Exchanges can not be made at store locations. The gift card can not be used in stores, only online. As soon as we process your return we will send you a confirmation email with your online store credit information.

Log into your Hard Candy account and your store credit will magically appear on your shopping cart page! ❤️