

### BASIC CUSTOMER REFUND REQUEST FORM

FOR INTERNAL USE ONLY – DO NOT GIVE COPY TO CUSTOMER.

Do not use this form for any Customer Service related issues.

Is this a customer service related issue?  Yes You must do a **CSR**.

Is this a groom?  Yes  No If Yes, you must ALSO fill out Groom Cancellation Follow Up.

Has the order been cancelled in WinTux?  Yes  No **WinTux Transaction #** \_\_\_\_\_

Store Requesting Refund \_\_\_\_\_ Today's Date \_\_\_\_\_

Store Order Originally Placed \_\_\_\_\_ Order Date \_\_\_\_\_

Pick-Up Store \_\_\_\_\_ Use Date \_\_\_\_\_

Order Type \_\_\_\_\_

Event Name \_\_\_\_\_ Use Date \_\_\_\_\_

Customer Name \_\_\_\_\_ Cancel Date \_\_\_\_\_

Refund Sent To \_\_\_\_\_ Relationship \_\_\_\_\_

Address \_\_\_\_\_ Phone \_\_\_\_\_

City, State Zip \_\_\_\_\_ Information verified with customer?  Yes  No

Requested by Customer?  Yes  No Date \_\_\_\_\_

Spoke To \_\_\_\_\_

Merchandise Picked Up?  Yes  No

Reason for Request \_\_\_\_\_

Explanation \_\_\_\_\_

Rental Charge

Retail Amount

Stain & Handling Fee \$9.00

Tax

Deposit/Payments

Balance

Refund Amount

#### Payment Summary Information - Office Use

Payment Date	Employee	Type	Description	Amount
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Employee Submitting \_\_\_\_\_

Manager Signature \_\_\_\_\_

Fill out form with complete information. Failure to do so may result in refund delay.

If refund request is for a **GROOM** a **GROOM CANCELLATION FOLLOW UP FORM** must be submitted before refund is authorized.

#### OFFICE USE ONLY

Melissa  Nancy  Joe T.  Bonnie Date Refund Issued \_\_\_\_\_ Amount Issued \_\_\_\_\_

Notes: