



Return Policy

Our #1 priority is *YOU*, our customer. If for any reason you are unhappy with your purchase and would like to return an item for a refund or exchange, please contact our Customer Service Department by phone at 508-459-9177, or by email to service@yumdrop.com. Customer Service hours are Monday through Friday, 9:30am to 5:30pm EST.

To return an item you must contact our Customer Service Department within 20 days of receiving your order to obtain a Return Authorization Number. Returns must be postmarked back to us within 30 days of receiving the item(s). Unauthorized returns will be refused.

Please write your Return Authorization Number clearly on the outside of the package and send to:

**YumDrop, Inc.
ATTN: Returns Department
540 West Boylston St.
Worcester, MA 01606**

Please be aware that the address for returns may be different from the return address on the package you receive. YumDrop.com is not responsible for items returned to any address other than the Returns Department address provided above.

Please send a copy of your invoice/ packing slip with your return, and complete a copy of our Return/ Exchange Form in its entirety to ensure fast handling of your transaction.

For your protection, we recommend that you ship your return by insured US Mail or UPS. YumDrop.com is not liable for lost or damaged returns. All return shipping charges are at the cost of the customer.

Returns typically take 3 to 4 weeks to be processed after they are received in our warehouse. Shipping charges are nonrefundable.

All SALE merchandise is final sale. Sale items cannot be returned or exchanged for any reason. This applies to anything found in the Clearance section of our site.

YumDrop.com cannot accept returns on panties, thongs, g-strings, hosiery, and any similar intimate items due to health regulations.

All items must be in their original packaging and be in the condition that they were received in order for your return to be processed. Items that have been washed, worn, altered, smell of perfumes, lotions, or smoke will be refused.

Shoes are subject to a 20% restocking fee. Returns on shoes that appear to have been worn will be refused. We recommend that you try on shoes on a carpeted surface to avoid the appearance of wear. All other items may be subject to a 20% restocking fee.

If any order gets returned to us as "Undeliverable" or "Refused", you will be charged a 20% restocking fee for the return. If an order is returned to us as "Undeliverable" or "Refused" and you still wish to receive it, you are responsible for the cost of shipping it back to you.

Halloween and Holiday Returns

YumDrop will not accept returns for costumes ordered between October 15th and November 15th. Costumes ordered during this time may be exchanged for a different size only. Size must be exchanged before October 26th. YumDrop will not accept returns on Holiday items ordered between November 20th and December 28th. No exceptions.

YumDrop reserves the right to refuse any return. If your return is refused, you will automatically be charged the cost to ship the item(s) back to you via USPS Priority Mail.

If you experience any problems or have any questions or concerns, please contact us by phone at 508-459-9177 or by email to service@yumdrop.com.

