

# RETURN INSTRUCTIONS

## Your complete satisfaction is important to us.

You may return most items\* within 30 days of receipt of your order for a full refund or exchange provided the items are unopened, in original packaging and are in new and resalable condition. Shipping charges are non-refundable.

Between 30 days and 90 days you may return most items\* to receive an account credit in the amount of the return that you may use on future purchases.

Shipping charges are non-refundable. Return shipping fees may be refunded in the event of a manufacturer's defect, items shipped in error or items damaged in transit. If this is the case, please contact customer service for a return shipping label and retail all packaging so a shipping claim can be processed.

\*Personalized items, embroidered or laser etched items, items covered under manufacturer's warranty, DVD's, books, used or chewed toys and flea & tick products are not returnable.

Drop-shipped items, dryers, clippers and shears may need to be returned directly to the manufacturer and are subject to a restock fee. Please contact customer service for more specific information regarding the return of these items.

# Return Form

To expedite your return, please complete this form and enclose it with your package.

Name: \_\_\_\_\_

Phone# \_\_\_\_\_

Order# \_\_\_\_\_

Email Address \_\_\_\_\_

### Step 1 Please check one.

- Refund amount of purchase (for items returned within 30 days of date shipped).
- Exchange for another item up to 90 days from date purchased.
- Credit on account for the amount of refund. (Up to 90 days from date of purchase).

### Step 2 Return: Please list item information for item being returned.

	Reason	Item#	Item Name	Qty.
①				
②				
③				

### Reason Codes:

1 - Did not like style/fabric/color	5 - Wrong size
2 - Did not perform as expected	6 - Not as described/pictured
3 - Shipping damage	7 - Defective
4 - Wrong item shipped	8 - Other

### Step 3 Exchange: List item(s) you want to replace item(s) returned.

	Item #	Size	Item Name	Color	Qty.	Price
①						
②						
③						

### Address returns to:

Return Center  
Customer Service: Attention Returns  
165 Howard Street  
Phillipsburg, NJ 08865