



We understand that sometimes products just don't work out. If you are not satisfied for any reason with your purchase, return it within 30 days for a refund, replacement, or substitution. This applies to in-stock items only. See details.* All returns must be in new, unused condition and must be in their original product packaging. If you would like to make a return after 30 days, we may offer a replacement, exchange, or refund less a 20% restocking fee on a case-by-case basis. In any case, if there is a balance of \$5.00 or less in your favor we will apply this to an in-store credit which can be used for future purchases.

To be eligible for return items must be received by us in their original purchase condition including original product packaging, manufacturer's container, documentation, warranty cards, manuals, and all accessories. Any item you receive with tags attached must be returned with those tags intact and still attached. All packaging, including the manufacturer's containers, must be unmarked and not defaced in any way. Items purchased as part of a set or multi-pack may not be returned individually. All items are subject to inspection. Items marked "Final Sale" may not be returned. All items returned to us are the customer's responsibility until they reach our facility. We highly recommend shipping insurance and a tracking number for all returns. If you prefer a replacement to a refund, the new item will be shipped to you at your cost. A courtesy return label is included with most orders. This is not a free shipping label. The cost of shipping the return will be deducted from your return or exchange. We cannot be held responsible for any package that is lost in transit or that arrives damaged. PLEASE INSURE YOUR RETURN. **Blank Cartridges MUST be shipped via UPS GROUND.**

For any item that is returned for a refund or exchange which was purchased with a free shipping offer, our cost of shipping the item to you will be deducted from your refund or from the value of the exchange.

* **CUSTOM COLLARS, CUSTOMIZED ITEMS AND SPECIAL ORDERS ARE NOT ELIGIBLE FOR RETURN.** This includes, but is not limited to, custom collars, nameplates attached to any item other than an in-stock collar, loose nameplates, or an item altered in any way by us for you. The value of a nameplate will not be reimbursed in any form. In the case of a return, a drilling fee will be deducted from the refund. **SPECIAL ORDERS ARE NOT ELIGIBLE FOR RETURN.** Regular stock collars with nameplates attached ARE eligible for return or exchange.

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| ORDER OR INVOICE NUMBER | | <input type="checkbox"/> EXCHANGE <input type="checkbox"/> REFUND <input type="checkbox"/> IN-STORE CREDIT WHERE SHOULD WE SHIP YOUR EXCHANGE? | |
| YOUR NAME | | NAME | |
| BILLING ADDRESS | | SHIPPING ADDRESS | |
| CITY, STATE, ZIP | | CITY, STATE, ZIP | |
| DAYTIME PHONE | | DAYTIME PHONE | |

| Return Item Number | Description | Size | Price |
|--------------------|-------------|------|-------|
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REASON FOR RETURN

Provide credit card information for all transactions. Your card may be charged for additional shipping if applicable.

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|--------------------------------|--|-----------------|--|---------------|--|
| Last 4 digits of Credit Card # | | Expiration Date | | Security Code | |
|--------------------------------|--|-----------------|--|---------------|--|

| Exchange for Item Number | Description | Size | Price |
|--------------------------|-------------|------|-------|
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USING OUR RETURN LABEL

A pre-printed return label is included in most orders. Simply enclose this form with the merchandise you are returning and attach the label to the outside of your package. No need to add postage. And it's pre-addressed to us so you can drop it into any mail box, drop it off at any post office, or give it to your mail carrier. The shipping charge will be deducted from your refund or the value of your exchange. Minimum cost of using the return label is \$5.95. PLEASE NOTE: THE RETURN LABEL IS BASED ON THE SHIPPING WEIGHT OF YOUR ENTIRE PACKAGE PLUS A \$1.25 HANDLING FEE. IF YOU ARE RETURNING LESS THAN YOUR FULL ORDER, IT MAY BE MORE ECONOMICAL TO PURCHASE POSTAGE YOURSELF.

CERTAIN ORDERS WILL NOT CONTAIN A RETURN LABEL. These include, but are not limited to, orders which ship directly from the manufacturer, orders that contain many individual items, orders that are shipped via UPS, or larger/ heavier items. Custom orders and orders which contain other non-returnable items such as whistles, books, DVDs, and close-out items will not contain a return label.

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| <p>MAKE SURE THE PRE-PAID LABEL IS THE RIGHT CHOICE FOR YOU! LABEL IS NOT FREE AND IS BASED ON THE WEIGHT OF EVERYTHING IN THIS PACKAGE PLUS A \$1.25 HANDLING FEE</p> <p><small>If you would rather provide your own return shipping, send to: DOGS Unlimited Returns & Exchanges PO Box 570 725 Cedar St Hudson, CO 80642</small></p> | <p>FOR YOUR PROTECTION, ALL PACKAGES SHOULD BE INSURED, REGARDLESS OF WHICH RETURN METHOD YOU USE. DOGS UNLIMITED CANNOT BE HELD RESPONSIBLE FOR ANY PACKAGE THAT IS LOST IN TRANSIT OR ARRIVES DAMAGED</p> <p>BLANK CARTRIDGES MUST BE SHIPPED VIA UPS GROUND</p> |
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