



If you are not satisfied for any reason, return your goods within 30 days in the original packaging in its original unused condition, and a replacement, substitution or refund will be provided. We understand that sometimes products just don't work out. If you are unhappy with your purchase after 30 days, we will gladly offer a replacement, substitution or refund. To be eligible for a return, items must be received in our warehouse in their original purchase packaging.

If you would prefer to exchange an item we will gladly ship you a replacement product. For your protection we highly recommend that you insure your package against loss and request a delivery confirmation or tracking option. We suggest using a mailing service that offers tracking capability such as Canada Post, Purolator or FEDEX to ensure that the items you send are able to be tracked to our warehouse. Unfortunately, we cannot be responsible for any return shipment that is lost or damaged in transit to us. **The customer is responsible for the cost of shipping and insuring a return.**

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.

RETURN SHIPPING, SEND TO:

**DOGS REFORMED HEALTH AND WELLNESS
RETURNS & EXCHANGES
1156 Highland Rd E Stoney Creek, ON, Canada
L8J 3H2**

FOR YOUR PROTECTION, ALL PACKAGES SHOULD BE INSURED, REGARDLESS OF WHICH RETURN METHOD YOU USE. We cannot be responsible for lost packages. **The customer is responsible for the cost of shipping and insuring a return.**

RETURN/ EXCHANGE FORM

PLEASE READ OTHER SIDE FOR OUR RETURN POLICIES
NOT PROVIDING ALL REQUESTED INFORMATION MAY RESULT
IN A DELAY IN PROCESSING YOUR EXCHANGE OR REFUND.

1) YOUR ORDER OR INVOICE # OR ATTACH RECEIPT COPY

2) CHOOSE WHICH ACTION YOU WANT US TO TAKE

EXCHANGE REFUND

3) PROVIDE YOUR NAME, ADDRESS, AND DAYTIME TELEPHONE NUMBER

4) WHERE SHOULD WE SHIP YOUR EXCHANGE
IF DIFFERENT FROM YOUR ORIGINAL ORDER

Customer Name	
Billing address	
Shipping Address (if Different)	
Province, postal code	
Email	
Daytime phone	

5) DESCRIBE WHAT YOU ARE RETURNING

Return Item Number	Description	Size	Price

6) PLEASE LET US KNOW WHY IT DIDN'T WORK OUT FOR YOU

7) PROVIDE NUMBER OF CREDIT CARD USED FOR YOUR ORIGINAL ORDER

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

Last 4 digits
of Credit Card #

S
e
c
u
r
i
t
y
C
o
d
e

8) TELL US WHAT YOU WOULD LIKE IN EXCHANGE

Exchange for Item Number	Description	Size	Price

ITEMS NOT ELIGIBLE FOR RETURN

- Custom Items
- Customized Items
- Special Order Items
- Made-To-Order Items
- Items marked "Final Sale" or Close-Out Items
- Books, DVDs, Electronic Media of any kind
- Whistles and Calls
- Loose Nameplates or Traveling Nameplates
- Stainless Steel Nameplates
- Toys, Chews or Treats

If you received a catalog with your order, please keep it! We want you to have it!