



Return Form - Your Return Auth#(RMA)_____

**An RMA# is required so that your item can be identified by us when it is returned.
RMA # Expires Within ONE Week Of Issuing, so items must have a ship date within 1 week of RMA
issue date.**

To help us process your return and insure that problems are solved quickly and effectively, this form needs to be filled out and sent back with the returned Product. **Please allow 2-3 weeks for your credit to be processed and appear on your credit card. If this form is not complete your refund cannot be processed. If RMA# is expired, a significant additional restocking fee will apply.**

Name on the Sales Receipt (Your Name): _____

Invoice/Sales Receipt Number: _____ **Your Phone Number:** _____

Date Ordered: _____ **Date Returned:** _____

Why are you returning the product?

Please explain in as much detail as needed (use separate sheet if necessary). It will help improve the product:

() Yes (Required) Did you call or email a HandicappedPetsCanada.com to discuss the problem with the product? Many common problems can be solved with a phone call.

Signature _____

If you do not call and request an RMA #, you will be charged an additional 10% restocking fee.

Thank you. Be sure to ship the package within 1 week of receiving your RMA#. HandicappedPetsCanada.com is not responsible for items lost or damaged in shipping. Please allow two to three weeks for your refund to be processed and show up on your payment statement. Please see the return policy for an explanation of restocking and/or refurbishing charges that may be applied.

Please Return with RMA# to:

Handicapped Pets Canada, 33323 Wren Crescent, Abbotsford, BC, V2S 5V9, Canada



Handicapped Pets Canada .com

Your Source for Aged and Special needs Pet Products

It is our intention that every HPC customer will be happy with their purchase. If you experience problems, please call us. We can help. If we cannot solve your problem please request a return authorization number from us.

Please note that products returned without return authorization will not receive credit.

Products must be shipped within one week of your RMA# being issued.

For Like New and Partial Refund Returns, the best way to assess the condition of the product you are returning is:

If you received this product from HPC in this condition, and it had some fur or any damage on it, would you accept this as a new product? If the answer is no, then your product is more than likely not returnable as this is how we assess returns when we receive them from. We appreciate your understanding.

New unopened Refund - New unopened products returned because they were no longer needed and are still in original packaging with the **seal intact** will get a full 100% refund on the product. (not including shipping)

“Like New” Product Refund – To Qualify for a “like new” refund, try garments on your pet over a tee shirt. Try boots or splints on over a sock. Products that qualify for a “like new” refund are ones that were tried on once, over a sock or tee shirt, didn’t fit, and were repackaged in original package with all instructions etc. included, and are returned in compliance with the RMA policy.

There is **NO** hair, fur, dirt, soil, smell, scratches or damage on the product.

The product is in its original packaging, folded as delivered. If you carefully removed staples to open the package, **DO NOT** re-staple it. We will take care of that.

A 10% restocking Fee will be charged on all unsealed like new refunds.

Partial Refund – Cleanable. The product was tried on once, but a tee shirt or sock was not used and there are a few hairs on it with no scratches, marks or damage. If we feel at our discretion that we can restore the product to “new” with a light cleaning, you will be charged a 20%-50% restocking charge depending on the amount of cleaning & repacking necessary.

No Refund – If the product has been used, soiled, or damaged (even just a few scratches or scuffs from being tried on) or our staff feels it’s just too gross to clean, or is otherwise not resell-able as new, we will consider donating the product to a shelter. If you specify, we will donate the product in your pet’s name. Items ordered from other companies through HandicappedPetsCanada.com (Carts, Ramps, Steps, etc.) are warranted through the manufacturer and cannot be returned to HandicappedPetsCanada.com.

Your Options – If you send a product back to us, you may specify that the product be returned to you if a refund is not available. You will be asked to pay return shipping. If you decide to refuse the delivery of the package, we will need to charge you for the return shipping back to us.

REFUSED DELIVERY: Please do not refuse delivery as we do get charged for this. If you refuse delivery, you are entitled to a 90% refund, plus shipping charges will also be removed from your refund.

Please check our website for the full description of our policies and returns.

*Terms and conditions are subject to change without notice. 16/12/2015