



Handicapped Pets Canada .com

Your Source for Aged and Special needs Pet Products

Non Wheelchair Products Return Form - Your Return Auth#(RMA)_____

*** Please read and understand our return policies ***

**An RMA# is required so that your item can be identified by us when it is returned.
RMA # has to be requested within 14 days of delivery and 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 ensure that problems are solved quickly and effectively, this form needs to be filled out, signed and included with the returned Product.

Returns are usually processed within 24hrs of receipt, Please complete and sign this form so we can process your return quickly in accordance with our return policies.

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). We will share this with the manufacturer, as this will help them improve their 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.^[L]_[SEP]

Signature _____

By signing this document you have read, understood and agree to HPC to process your return in accordance with our returns policies and procedures.

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 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, 27306 Fraser Highway, Aldergrove , V4W 3P8, BC, Canada

We understand that our products are not custom and may not be a perfect fit for all pets which is why we have a return policy. Our Return Policy is common sense and we unfortunately do not accept used products for return!

We will assess your products upon return according to the following categories to complete your refund, we don't want you to waste your money on shipping so please check your products condition closely prior to returning to ensure a full refund and avoid additional restocking fees or refusal as we follow our policies closely as our customers expect us to.

The best way to Assess the condition of the product you are returning is to think 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 you and we appreciate your understanding.

Full Refund – Like New – Products that qualify for a full refund are ones that were tried on **once briefly** over a sock or tee shirt, didn't fit, were repackaged and a return requested within 14 days of delivery.

- There is **NO** hair, fur, dirt, soiling.
- No smell on the product, **NONE**. This includes perfume, deodorizers and cigarette
- 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.

If you see a little fur you will see a restocking fee.

Partial Refund –Cleanable. The product was tried on once over a tee shirt or sock and a tee shirt or sock was used and there are a **FEW** hairs on it. If we feel that we can easily restore the product to “**NEW**” by removing a few hairs, you will be charged a 20-50% restocking charge depending on the amount of cleaning & repacking necessary.

No Refund – Items that are clearly used and not tried on over a tee shirt or sock, damaged (even just a few scratches or scuffs from being assessed for sizing), soiled or have too much fur, our staff feels it's just too gross or has been washed due to soiling. We don't accept or resell used items.

Diapers, diaper suspenders are not returnable. The SleePee Time Bed cannot be used prior to return and must be received in new condition in order to get a refund.

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. Customers are responsible for all return shipping costs.

REFUSED DELIVERY: Returns arriving as refused or return to sender will incur an additional 10% restocking fee plus the return shipping costs.

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

*Terms and conditions are subject to change without notice 01/03/2020