



## Return Merchandise Authorization Form

If you wish to return a product please follow these instructions:

1. Email info@pranapets.com for a RMA number
2. Print and complete the Return Merchandise Authorization form below. Please write legibly in black or blue ink.
3. Return your product in a box which protects the merchandise or wrap it well within its original packaging.
4. Address package to: **FB Flury / Prana Pets Returns RMA #** (Your Order Number), **200 Arrowhead Drive, Hebron, OH 43025**
5. Please ship your package with Tracking via USPS, UPS, or FedEx. (We cannot accept responsibility for packages without delivery confirmation)
6. If you are requesting an exchange, the product will be sent to you via FedEx, UPS, or USPS.
7. Please note, shipping charges are non-refundable and not reimbursable
8. Please allow up to 14 days for returns processing.

RMA/Order # \_\_\_\_\_

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

Day Time Phone Number: \_\_\_\_\_

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

### Returned Items:

Qty	Product Name	Price Paid	Refund/ Exchange	Reason

Please send All Return Merchandise to:

**FB Flury / Prana Pets**  
**RMA #** - (Your Order Number)  
**200 Arrowhead Drive,**  
**Hebron, OH 43025**

By signing this RMA form, I acknowledge and agree with the terms of PranaPets.com return policy.

Signature (REQUIRED) : \_\_\_\_\_ Date: \_\_\_\_\_