



# RETURN AND EXCHANGE FORM

(If you have a wash, warranty, or repair, please use the Wash/Warranty/Repair Form)

Print and fill out this form and include it with your FF product when shipping it back to help us process your return efficiently.

Customer name: \_\_\_\_\_

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

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: (\_\_\_\_\_) \_\_\_\_\_ E-mail address: \_\_\_\_\_

Product/Model: \_\_\_\_\_ Size: \_\_\_\_\_

Color: \_\_\_\_\_ Fabric: \_\_\_\_\_

### RETURN POLICY

Please understand the Feathered Friends return/exchange policy before sending back your item to make sure it is eligible for return and to avoid having it returned to you unprocessed.

Returns or exchanges will only be accepted within 30 days of purchase. They must be accompanied by the original receipt, invoice, or packing list and be in unused condition. Certain items may not be returned or exchanged. These include sale items and products with custom features such as non-standard fabrics and colors, pattern modifications, and non-standard options. Please see the full details of our product guarantee and return policy on the Customer Service section of our website.

### CHECKLIST

Please make sure you include the following with your return/exchange

- Original receipt, invoice or packing list
- Tags
- Original packaging materials
- This form, completely filled out, including Return Authorization

Ship your item(s) back using a method that is insured and can be tracked, such as UPS, FedEx, or Postal Service with Delivery Confirmation. **Call 206-292-2210 for a Return Authorization.**

**Return Authorization (RA):** \_\_\_\_\_

**Circle one:**

Exchange      Please replace with: \_\_\_\_\_

Return      Reason for return: \_\_\_\_\_

### BILLING INFORMATION

CC Number: \_\_\_\_\_

Expiration Date: \_\_\_\_\_ CCV (last 3 digits on back of card): \_\_\_\_\_

Billing address (if different from above): \_\_\_\_\_

Name on card: \_\_\_\_\_ Signature: \_\_\_\_\_

**Ship returns and exchanges to:**  
**Feathered Friends**  
**263 Yale Avenue North Seattle,**  
**WA 98109**

Notes: