

Customer Order Returns Process

To qualify for a refund, all items must be returned unopened, in their original condition at the time of sale, including the original packaging and all tags, labels, containers, documentation, etc. Do not mark or deface original manufacturer containers in any manner. We will not accept returns if packaging is opened or not in its original condition. If you reject that return shipment, Moth-Prevention reserves the right to liquidate the inventory and withhold credit.

Moth-Prevention will provide a full refund to you for returned items in their original condition, less any outgoing expedited shipping costs on your order.

How to Return an Item:

1. Re-pack your product in the original packaging along with any original packing materials to ensure it will not get damaged in transit
 - a. Please contact us at help@moth-prevention.com before attempting to return any product that is leaking.
2. Complete '**Section 1 - Shipment Contents**' below and place within the parcel. Your Order Number and other details can be found on your Packing Note
3. Place your Packing Note in the Parcel as well.
4. Seal the box securely with sticky tape.
5. Write your Order Number in the space provided on '**Section 2 – Postal Address**' and tape it to the face side of your parcel. We recommend removing/concealing all other address details on the parcel
6. For your protection, we recommend that all returns be sent back by a traceable carrier (such as UPS or FedEx) and that the shipment be insured in case the package is lost. Once we receive and process your return we will give you a refund less any outgoing expedited shipping costs on your order.

Refunds are processed within 7 days of safe receipt. You will receive an e-mail confirmation once your refund has been processed.

Section 1 - Shipment Contents

Order Number: _____

Ref: West Bay Retail, Inc

Item No.	Description	No. of Items Returned	Reason Code

Reason Codes: **A** No Longer Required **B** Ordered in Error **C** Damaged/Faulty

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Section 2 - Postal Address

**West Bay Retail, Inc.
CTL Global Solutions
1000 N. County Line Road
Elmhurst
IL
60126**

Order Number: _____

Ref: West Bay Retail, Inc