

Name \_\_\_\_\_ Phone \_\_\_\_\_

Order # \_\_\_\_\_ Email \_\_\_\_\_

From which marketplace did you purchase? ☐ ValuePetSupplies.com ☐ Amazon ☐ eBay ☐ Walmart**Return Items**

Qty	Item #	Description	Return Code

- ☐ Issue store credit  
☐ Replace the defective item  
☐ Already purchased a replacement. Issue store credit.  
☐ Refund (in new condition within 30 days of purchase)  
☐ Exchange the above product(s) for the following:

Qty	Item #	Description

**Return Codes**

<b>1</b>	Ordered wrong item
<b>2</b>	Damage/Quality**
<b>3</b>	Not as expected
<b>4</b>	Wrong item shipped
<b>5</b>	Pet passed away

\*\* Contact Customer Service  
before returning defective items

If the value of your new order/exchange exceeds the value of your returned item(s), please contact Value Pet Supplies.

☐ Contact me for payment method

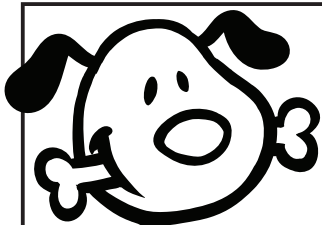
Qualifying items in **new, unused condition** may be returned within **365 days of purchase** for exchange or store credit.

Please complete and include the Return/Exchange Form with return. Returns received without documentation will receive store credit. ValuePetSupplies.com will pay to ship the new item on an exchange (**lower 48 states only**).

**Damaged or defective product:**

Please contact customer service before returning.

**Do Not Discard. NO credit will be given for discarded products.**



**ValuePetSupplies**  
**ATTN RETURNS**  
105 Industrial Park Circle  
Livingston, TN 38570

**Shipping Returns outside lower 48:** Customer pays shipping for both returned and exchanged items.

**Natural Treats:**

Bulk natural treats such as bully sticks, cow ears and pig ears must be stored in a cool, dry, pest-free environment.

**ValuePetSupplies.com** guarantees the quality and condition of our treats within the return period. In the unlikely event of a quality issue, please contact customer service immediately. Full credit cannot be given for cut or chewed products.

**Expedited Exchange:**

Customer may purchase replacement items in advance prior to return. Store credit will be issued for returned item.

**Processing Time:** Please allow up to 2 weeks for processing returns & exchanges.

If you need assistance with your return, contact us at  
**support@valuepetsupplies.com**

**Customer Support:**

 **800 VALUEPET (800-825-8373)**

 **support@valuepetsupplies.com**