



# Wrapsit Slipcover Crate REFUND and EXCHANGE FORM

**Complete and return with product.**

## Step 1 Contact Information

Original Order # (if available) \_\_\_\_\_

Originally Purchased By

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

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

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

Phone: HOME (    ) \_\_\_\_\_ - \_\_\_\_\_ CELL (    ) \_\_\_\_\_ - \_\_\_\_\_

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

## Step 2 Reason for Return Please circle reason for refund or exchange.

	QUALITY	SATISFACTION	PERFORMANCE
<b>REFUNDS</b> REASON CODES	01- Quality Unsatisfactory 02- Finish Unacceptable	11- Did not like styling 12- Did not like material 13- Did not like color 14- Not what you expected	22- Care instructions failed 23- Did not perform as expected 24- Did not fit on chair 25- Difficult to install
	MANUFACTURING	DAMAGED	OTHER
<b>EXCHANGES</b> REASON CODES	33- Defective Construction 34- Defective hardware/materials	35- Damaged in Shipping	

**Step 3 Shipping** NOTE: When sending your item(s) -use a shipper that provides tracking. LeisureEase, LLC is not responsible for packages lost without tracking. NOTE: Original shipping fees are nonrefundable.

LeisureEase, LLC  
Attn: Wrapsit™ Refunds/Exchanges  
1211 Sailer Circle  
Cape Girardeau, MO 63701



## Wrapsit Slipcover Crate REFUND and EXCHANGE POLICY (Form on back)

**Thank you for purchasing WRAPSIT™ slipcover crate by LeisureEase,LLC.** We pride ourselves in producing high quality products that make your leisure time easier and more enjoyable. However, we are aware that sometimes problems do arise. *Let's get you taken care of!*

In order to make the return process as easy as possible, please follow the steps below.

All returns must be:

- within 60 days from the original purchase date
- lightly used and good condition UNLESS it is an exchange due to manufacturing defect or damage resulting from shipping
- accompanied by original invoice
- accompanied by the completed Refund and Exchange Form on the back of this sheet.

Returns **will not be accepted** if the item:

- is soiled by animal bodily fluids and solids (i.e. urine, feces, vomit, etc)
- shows typical wear and tear
- indicates unreasonable use
- is damaged by accidents and/or neglect (i.e. pet damage from chewing/digging).

**Refunds:** Your refund request will be processed in 5-7 business days and if accepted according to the above conditions, a credit will automatically be applied to your credit card or original method of payment. Please note, once we submit a refund to your credit card company or bank, there may be additional delays in receiving the credit to your account due to your bank's policies and processes. NOTE: Original shipping fees are non-refundable.

**Exchanges** are for Manufacturing Defects and Shipping Damage only – such as poor craftsmanship, defective hardware and materials, damage due to shipping. LeisureEase, LLC will process an exchange once the product and completed Refund and Exchange Form are received. Your exchange request will be processed in 5-7 business days and if accepted according to the above conditions, ***a new unit will be shipped to you at no cost.*** Depending on where you live, the time it may take for the exchanged product to reach you may vary. NOTE: Original shipping fees are non-refundable.