

THANK YOU!

Thank you so much for your business! Jenny and I really appreciate you choosing a small mom and pop company like The Dog Outdoors. If you ever have any questions please feel free to reach out to us at info@thedogoutdoors.com. We love getting feedback. Check back often to find great new products as we continue to grow. If we are lucky enough to have your business in the future, be sure to check out the link below for current customer-only discounts & offers:

Customer Discounts And Offers – <http://www.TheDogOutdoors.com/thankyou.html>

Take care-

SCOTT & Jenny

EXCHANGES AND RETURNS

Need a different size item? Need to return an item? Please carefully follow the easy instructions below and include this form in your return package. (Tip: When trying items on your dog for the first time, please keep the tags on and check to make sure the size is correct before removing them)

***Important * Eligibility for exchanges and returns.**

- All exchanges and returns must be returned within 30 days of the purchase date
- All items must be in clean, like-new condition and include all original parts, original packaging & tags.
- **Be kind- we're already covered in our own dogs' hair, please remove DOG HAIR before returning items ☺**

If you have special circumstances and your item/s do not meet the criteria above, please email us at support@thedogoutdoors.com and we will discuss options. We will do our best to come to a resolution that is fair for both parties – we are very reasonable.

Step 1. Answer the questions below as completely as possible

Reason for Return/Exchange: _____

I am requesting (CHECK ONE): ☐ EXCHANGE new size/color: _____ ☐ REFUND

If first choice exchange is NOT in stock: ☐ second choice color: _____ ☐ REFUND

Contact information (email or phone #): _____

X

I have read and understand the exchanges and returns policy and eligibility detailed above.

Step 2. Mail your package back the address below using the carrier of your choice (please understand we are not responsible for lost packages):

The Dog Outdoors

Attn: Exchanges/Returns

11301 Bastogne Loop

Austin TX 78739

Step 3. Upon receiving your package we will either ship out your exchanged item at our expense or refund your money.