

## Returns / Exchange Form

### HOW TO RETURN

Fill in the returns form and include it with your returned item(s) within **30** days of receipt. Any returns received after this period may be rejected. If you're unsure as to whether or not you're eligible to return an item please contact our customer support team at: [info@freshpawz.com](mailto:info@freshpawz.com)

You are liable to cover the cost of returning the item(s) until we receive them. We recommend using a tracked service when shipping any items back to avoid any issues, as we cannot be held responsible for anything lost or damaged in transit.

### NON-RETURNABLE GOODS

- Clearance items
- Used items

(Any Items that don't comply with our procedure will be returned to you in the condition they arrived in)

### REFUNDS / STORE CREDIT / EXCHANGES

Please contact Customer Support if you wish to arrange a refund. Alternatively you can choose store credit by ticking the correct box on the form below. An email will be sent to you immediately with a discount code equivalent to the total cost of the items returned. Exchanged items will be dispatched on a free delivery service, please allow up to 7 working days from your return being processed. If there is any issues with your return you will be contacted by customer support by phone (if provided) or email.

### REASON FOR RETURN

- A ) ITEM DOES NOT FIT
- B ) RECEIVED WRONG ITEM
- C ) ITEM IS FAULTY\*

\*If faulty, please describe on the reverse of the page

Name	Order No #	Email Address

Alternative Shipping Address (Please Leave Blank if not applicable)

### PRODUCTS RETURNED

Item Description	Size	Qty	Reason	Store Credit	Exchange

### EXCHANGED ITEMS (LEAVE BLANK IF NOT APPLICABLE)

Item Description	Size	Qty