

From: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

POSTAGE DUE COMPUTED  
BY POSTAGE DUE UNIT

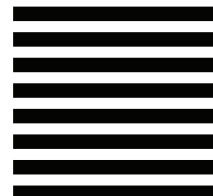
POSTAGE \_\_\_\_\_

TOTAL POSTAGE AND FEES DUE \$ \_\_\_\_\_

FIRST CLASS

0005

NO POSTAGE  
NECESSARY IF  
MAILED  
IN THE  
UNITED STATES



## MERCHANDISE RETURN LABEL

PERMIT NO: 5  
GW LITTLE

SIMI VALLEY CA  
80 W COCHRAN ST. STE A

POSTAGE DUE UNIT  
US POSTAL SERVICE  
225 SIMI VILLAGE DR  
SIMI VALLEY CA 93065-7426



(Please read all instructions below before using label)



80 W Cochran St Ste A  
Simi Valley, CA 93065

happydogs@gwllittle.com  
866-495-4885 (toll-free)

Use the label above for  
packages up to 2 pounds  
through USPS.



### PLEASE REMEMBER:

- Remove all pet hair to avoid rejected returns.
- Belly Bands with spots have no return value.
- Items need to be in new, resellable condition.
- No returns on Rack, Closeout, and Custom-made items.

**\*\* Contact GW Little before returning: CAR SEATS, STAIRS, RAMPS, CARRIERS, GATES, STROLLERS, COZY CAVES, or CRATES. All (D/S) Drop Ship Items \*\***

### YOU MAY BE RESPONSIBLE FOR SHIPPING CHARGES – PLEASE READ:

- When you use this label you don't pay postage up front. A charge will be deducted from your merchandise credit or refund. Charges will be waived if the item is covered by our **RIGHT-SIZE PROMISE\*** (see below).
- Your charges are determined by the packaging used and weight. If this label is placed on a PRIORITY MAIL envelope or box, Priority Mail rates will apply and are non-refundable even for RIGHT-SIZE PROMISE\* items. To save on shipping, consider using a plain padded envelope to protect the contents.
- If your package is over **2 pounds** please use the **PARCEL POST** pre-paid return label for lower shipping rates. Please visit "www.gwllittle.com/returns"

### USE & INSTRUCTIONS for PRE-PAID LABELS:

1. Adhere shipping label to package, please – **DO NOT TAPE OVER BARCODES or WHERE POSTAGE FEES ARE RECORDED.** Be sure edges are secure and all previous addresses and barcodes are covered. Cover all Priority Mail markings or those rates will apply.
2. Place label so it does not wrap around edge of package.
3. Include your return address, city, state, and zip code.
4. Packages weighting 16 ounces or more may not be placed in Postal Service collection boxes. For information on pickup options go to usps.com.
5. Mailing acknowledgement and tracking are recommended for your protection and should be presented to a Post Office window clerk.

### OTHER RETURN OPTIONS:

- You may use the carrier of your choice and the label on the next page. Please properly pack all items against damage. Insure if necessary and save the tracking number. Please call us if you would like assistance, or are returning any **Drop Ship** items (D/S not received from our CA address).

**\*RIGHT-SIZE PROMISE** covers clothing, harnesses, belly bands, and collars shipped within the lower 48 United States, and includes one free exchange per order placed when using our pre-paid label program. All other items sent for return or exchange are not part of this free shipping offer and will be billed actual return shipping charges.

**PLEASE DO NOT** use pre-paid labels on **PRIORITY MAIL** packaging, only **FIRST CLASS MAIL** rates will be refunded. Please use a plain envelope, or padded envelope to protect the contents.



## How to make a return

**1)** Determine from the package label if the shipment came from our warehouse in CA, or if it was shipped direct from a factory. Factory direct items have different return procedures. Lookup the item number on our website and refer to the Shipping tab for instructions or contact our office for assistance. Some factory direct items require a return authorization number.

**2)** Is the item eligible for return. Monogrammed items, Custom Orders, Sale Rack, and Closeout items are non-returnable. Used items or items missing the original sales packaging or tags cut off are not eligible. We reserve the right to refuse items which have dog hair, smell of smoke, or have been abused or damaged in any way.

## Return / Exchange Instructions

Please repack the item in the original display packaging in sellable condition free from pet hair or damages. Use a sturdy approved shipping container and provide adequate padding for fragile items.

Please obtain a tracking number and insurance for your protection. You are the shipper at this point and we can't be responsible for lost or damaged packages caused by the carrier.

Pre-Paid Return Service: Use our pre-paid return mailer, if included, or visit the "Returns" section of our website for options to print pre-paid return labels for use through the Post Office. Exchanges may be eligible for our Right-Size Promise of free shipping (see website for details), otherwise, return shipping charges will be deducted from your refund.

You may also use the postage required return label below for use with the carrier of your choice.

### Returning:

Item #	Size	Description	Price ea.	Total	Reason Code	Action Code

#### Reason Codes:

AL...Arrived too late

CM...Changed mind

DF...Defective

DS...Damaged in shipping

Other: \_\_\_\_\_

DW...Dog won't wear

NE...Not as expected

PQ...Poor quality

TL...Too large

TS...Too small

WI...Wrong item on invoice

WS...Wrong item shipped

#### Action Codes:

RF...Refund

ES...Exchange for same item

ED...Exchange for different item

### Exchange for, or process the following new order:

Item #	Size	Description and color	Qty.	Price ea.	Total

Credit refunds will be issued by original payment method. For exchange orders that exceed return credit:

☐ Check enclosed

☐ Charge my credit card: \_\_\_\_\_ Exp: \_\_\_\_\_ CVV Code: \_\_\_\_\_

Signature: \_\_\_\_\_

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

Order #: \_\_\_\_\_ (speeds processing)

**Reminders:** Please send hair-free returns or we may reject them for sanitary reasons.

Please save a copy of this form for your reference and we recommend obtaining a tracking number for your protection.

V.072017

#### Return Label - Postage Required

From:



**G.W. LITTLE - RETURNS**  
**80 W COCHRAN ST, STE A**  
**SIMI VALLEY, CA 93065-6219**