



## 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.

**Please contact GW Little before returning:** Car Seats, Stairs, Ramps, Carriers, Strollers, Gates, Cozy Caves, or Crates.

V.080117

### Return Label - Postage Required

From:



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