

# Return Form

**Ruffwear will gladly accept a return** for product that is in new, unused condition. Products purchased from Ruffwear may be returned within 30 days of the order date for a refund. Products returned after 30 days of the original order date are eligible for credit in the form of a ruffwear.com e-Gift Card.

To be eligible for a full refund or credit, new, unused products must be clean and FREE OF DIRT & PET HAIR. If the product has been tried on and contains pet hair and/or dirt as a result, all pet hair and dirt must be removed from the product to avoid a cleaning fee. If you need help cleaning your gear before returning the order, please contact us at support@ruffwear.com or call 888-783-3932, M-F, 8am-4:30pm Pacific Time.

Products requiring cleaning (including removal of pet hair and/or dirt) will be charged a \$5 cleaning fee.

**Exchanges:** Exchanges are processed as new orders. Follow this return process and place a new order for the size/color you need. Shipping charges may apply to new orders.

**Doubleback™ Harness and Load Up™ Harness:** To qualify for an exchange or refund, the harness must be returned in clean and unused condition, with tags and literature attached. Please do not attach carabiners or tie into the harness if it is the incorrect size.

Please use the form below for returns and complete all of the sections so we can promptly process your return.

## Not right? Simply return it.

REASON CODE*	ITEM NUMBER	PRODUCT DESCRIPTION	QTY

RETURN REASON CODES\*

01 Too small

02 Too large

03 Too short

04 Too long

05 Did not like

## Ruffwear Returns:

- 1 Complete the return section above.
- 2 Enclose this form with the item(s) you're returning and provide your name, order #, email, and phone #.
- 3 Ship your package by UPS, FedEx, or Insured Mail. Please retain your return tracking number to confirm delivery.
- 4 Once we receive your return, Ruffwear will issue credit for the return within two business days. A confirmation of the credit will be emailed to you once it has been processed.

NAME

ORDER NUMBER

EMAIL

PHONE NUMBER



# RUFFWEAR®

**Questions?** Call us toll free 888-783-3932 Mon-Fri 8am-4:30pm PST  
or email bark@ruffwear.com

cut along dotted line 

## Ruffwear, Inc.

Returns Department  
2843 NW Lolo Drive  
Bend, OR 97703