



## Return Merchandise Authorization Form

If you wish to return a product please follow these instructions:

1. Email info@pranapets.com for a RMA number
2. Print and complete the Return Merchandise Authorization form below. Please write legibly in black or blue ink.
3. Return your product in a box which protects the merchandise or wrap it well within its original packaging.
4. Address package to: **Prana Pets Return – RMA # , 215 NE 22<sup>nd</sup> Street, Delray Beach, FL 33444**
5. Please ship your package with Tracking via USPS, UPS, or FedEx. (We cannot accept responsibility for packages without delivery confirmation)
6. If you are requesting an exchange, the product will be sent to you via FedEx, UPS, or USPS.
7. Please note, shipping charges are non-refundable and not reimbursable
8. Please allow up to 14 days for returns processing.

Customer Name: \_\_\_\_\_

Day Time Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Fax Number: \_\_\_\_\_

### Returned Items:

Qty	Product Name	Price Paid	Refund/ Exchange	Reason

- In order to qualify for a full refund, merchandise must be returned in new/unopened condition
- If product is no longer sealed, we can issue 50% discount
- For additional information, please review the return policy available at [www.PranaPets.com](http://www.PranaPets.com)
- **All returns and exchanges are subject to a 15% restocking fee**
- **Refunds are issued once a week and are issued after we received returned product(s)**

RMA # \_\_\_\_\_ Sales / Invoice # \_\_\_\_\_ Order # \_\_\_\_\_

By signing this RMA form, I acknowledge and agree with the terms of PranaPets.com return policy.

Signature (REQUIRED) : \_\_\_\_\_ Date: \_\_\_\_\_

Please send All Return  
Merchandise to:

**Prana Pets** - RETURNS

**215 NE 22<sup>nd</sup> Street**  
**Delray Beach, FL 33444**