Care-A-Lot PET SUPPLY

Your pets are our babies too.®

Return/Exchange Form

Name		Customer Id	
Address		Invoice No.	
		Invoice Date	

Dear Valued Care-A-Lot Customer:

Customer Service is Our Guarantee!

If you are not 100% satisfied with any item, just return it within 30 days of receipt for a merchandise credit or refund. Simply complete this form and enclose it with your returned product. Returned or exchanged product must be in clean and resalable condition. Merchandise must be in original packaging and must include warranty, instructions and all parts.

Product(s) to be returned:

Item No.	Description	QTY	Price	Reason Code

For exchanges please complete the following:

Item No.	Description	QTY	Price

Please check the appropriate box to indicate the desired action for processing:

☐ **Issue Merchandise Refund to Original Form of Payment**

☐ **Exchange:** Please provide credit card number to be used for the exchange or call our customer service department, if you prefer, to provide a credit card number over the phone. Shipping and handling charges will apply.

Credit Card Number: _____/_____/_____/_____ **Exp. Date:** _____/_____ **CVV:** _____

Reason	Description
A	Wrong Color or Pattern
B	Item Received was Damaged
C	Wrong Item Shipped
D	Wrong Size
E	Do Not Want
F	Did Not Arrive On Time
G	Item Not As Expected

Please send all returnable merchandise to:

Attn: Returns Department
1617 Diamond Springs Road
Virginia Beach, VA 23455

Care-A-Lot Pet Supply is not responsible for merchandise returned outside of our 30 day return policy.

Please note: Books, video, personalized items and special ordered items are non-returnable and non-refundable.