



BLUE-9
Pet Products
 www.blue-9.com

For office use only.
 Item Condition: Good / Dirty / Damaged
 Date Received:
 Return to inventory: Yes / No
 Signed:

Return Request Form

Returns

We are happy to accept a return within **30 days of your purchase**. To be eligible for a return, your item must be unused and in the same condition that you received it. If the returned product is not in new and resalable condition (free of dirt, hair/fur, and debris), a cleaning fee of \$10 will be deducted from your refund amount.

To initiate your return, please complete the form below to include with your return shipment.

Questions? Send us an email: customerservice@blue-9.com

Your refund will be applied within 3 business days of receiving your return. Depending on the method of payment, the refund should show up on your account within 3-10 business days. An email notification of your harness being received will **not** be sent. Please follow the tracking information on your return shipment. If a refund has not been displayed on your account within 15 days of the post office marking it delivered to us, please contact us.

Exchanges

Exchanges are processed as new orders. Follow the return process above and place a new order for the size/color you need. Shipping charges will apply to new orders. We recommend placing your new order immediately. This will ensure that you'll get your new product quickly and that it won't go out of stock while you're waiting.

Please complete all sections of the form below so we can promptly process your request.

Reason Code*	Item Name	Qty.
Reason codes* 01 Too Small / 02 Too Large / 03 Defective / 04 Did not like		

Name: _____

Order Number: _____

Email: _____

Phone Number: _____

Ship your package by UPS, FedEx, or USPS Insured Mail. Please retain your tracking number to confirm delivery. All postage is the responsibility of the customer. We recommend using a shipping method with a tracking number. Blue-9 is not responsible for lost, damaged, or stolen packages. Once we receive your return, Blue-9 will issue a refund for the return within three business days.

Blue-9 Pet Products Returns:

1. Complete the section above.
2. **Enclose this form** with the item(s) you're returning



Questions? Call us 563-293-5999 Mon – Fri 8am – 5pm CST
 Or email us customerservice@blue-9.com

Blue-9 Pet Products
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