



If you are not satisfied for any reason with your purchase, return it within 30 days for a refund, replacement, or substitution. This applies to in-stock items only. See more details below. All returns must be in new, unused condition and must be in their original manufacturer's product packaging. If you would like to make a return after 30 days, we may offer a replacement, exchange, or refund less a 20% or more restocking fee on a case-by-case basis at our discretion. In any case, if there is a balance of \$5.00 or less in your favor we will apply this to an in-store credit which can be used for future purchases.

**To be eligible for return,** items must be received by us in their original purchase condition including original product packaging, manufacturer's container, documentation, warranty cards, manuals, and all accessories. Any item you receive with tags attached must be returned with those tags intact and still attached. All packaging, including the manufacturer's containers, must be unmarked and not defaced in any way. Items purchased as part of a set or multi-pack may not be returned individually.

**All items are subject to inspection.** All items returned to us are the customer's responsibility until they reach our facility. We highly recommend shipping insurance and a tracking number for all returns. If you prefer a replacement to a refund, the new item will be shipped to you at your cost. A courtesy return label is included with many orders. This is not a free shipping label. The cost of shipping the return will be deducted from your return or exchange. We cannot be held responsible for any package that is lost in transit or that arrives damaged. PLEASE INSURE YOUR RETURN. **Blank Cartridges MUST be shipped via UPS GROUND.**

For any item that is returned for a refund or exchange which was purchased with a free or discounted shipping offer, our cost of shipping the item to you will be deducted from your refund or from the value of the exchange.

**CUSTOM SHOP ITEMS AND OTHER CUSTOMIZED ITEMS ARE NOT ELIGIBLE FOR RETURN.**

This includes, but is not limited to, custom collars, nameplates attached to any item other than an in-stock collar, loose nameplates, or an item altered in any way by us for you. The value of a nameplate will not be reimbursed in any form.

**OTHER ITEMS NOT ELIGIBLE FOR RETURN**

Special Order Items  
Made-To-Order Items  
Items marked "Final Sale" or Close-Out Items  
Books, DVDs, Electronic Media of any kind  
Whistles and Calls  
Loose Nameplates or Traveling Nameplates  
Stainless Steel Nameplates or Name Tags  
Toys, Chews or Treats

Non-Custom Dog Collars with attached an attached nameplate ARE eligible for return or exchange IN MOST CASES (excludes close-out or Discount Den). If you are not sure, please call. Stainless Steel Nameplates will not be reimbursed on returns.

*RETURN FORM ON BACK* →

*If you received a catalog with your order, please keep it! We want you to have it!*

Send To:  
DOGS Unlimited  
Returns & Exchanges  
PO Box 570  
725 Cedar St  
Hudson, CO 80642

FOR YOUR PROTECTION, ALL PACKAGES SHOULD BE INSURED, REGARDLESS OF WHICH RETURN METHOD YOU USE. DOGS UNLIMITED CANNOT BE HELD RESPONSIBLE FOR ANY PACKAGE THAT IS LOST IN TRANSIT OR ARRIVES DAMAGED

BLANK CARTRIDGES MUST BE SHIPPED VIA UPS GROUND

Contact Us: 800-338-3647 | customerservice@dogsunlimited.com | Send Returns to: PO Box 570 | 725 Cedar St | Hudson CO 80642

# RETURN/ EXCHANGE FORM

PLEASE READ OTHER SIDE FOR OUR RETURN POLICIES  
NOT PROVIDING ALL REQUESTED INFORMATION MAY RESULT  
IN A DELAY IN PROCESSING YOUR EXCHANGE OR REFUND.

## 1) BEGIN WITH YOUR ORDER OR INVOICE NUMBER

## 2) CHOOSE WHICH ACTION YOU WANT US TO TAKE

- EXCHANGE    REFUND  
 IN-STORE CREDIT

## 3) PROVIDE YOUR NAME, ADDRESS, AND DAYTIME TELEPHONE NUMBER

YOUR NAME	
BILLING ADDRESS	
CITY, STATE, ZIP	
DAYTIME PHONE	

## 4) WHERE SHOULD WE SHIP YOUR EXCHANGE IF DIFFERENT FROM YOUR ORIGINAL ORDER

NAME	
SHIPPING ADDRESS	
CITY, STATE, ZIP	
DAYTIME PHONE	

## 5) DESCRIBE WHAT YOU ARE RETURNING

Return Item Number	Description	Size	Price

## 6) PLEASE LET US KNOW WHY IT DIDN'T WORK OUT FOR YOU

## 7) PROVIDE NUMBER OF CREDIT CARD USED FOR YOUR ORIGINAL ORDER

Provide credit card information for all transactions. Your card may be charged for additional shipping if applicable.

CREDIT CARD  
NUMBER USED FOR  
ORIGINAL PURCHASE\*



Expiration  
Date

3 Digit Code  
on Back of Card

## 8) TELL US WHAT YOU WOULD LIKE IN EXCHANGE

Exchange for Item Number	Description	Size	Price

## ITEMS NOT ELIGIBLE FOR RETURN

- Custom Items
- Customized Items
- Special Order Items
- Made-To-Order Items
- Items marked "Final Sale" or Close-Out Items
- Books, DVDs, Electronic Media of any kind
- Whistles and Calls
- Loose Nameplates or Traveling Nameplates
- Stainless Steel Nameplates
- Toys, Chews or Treats
- Sterile Items such as First Aid items and others

\* If you would rather have us call to get this number, write, "Please Call" in this box.

\*\* Provide number for ALL returns and exchanges. Failure to do so will result in delays in processing your transaction.