



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.

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

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.**

RETURN FORM ON BACK →

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
- Toys, Chews or Treats

RETURN FORM ON BACK →

USING OUR RETURN LABEL

U.S. Customers Only

A preprinted return label is included in most orders. Simply enclose this form with the merchandise you are returning and attach the label to the outside of your package. No need to add postage. And it's pre-addressed to us so you can drop it into any mail box, drop it off at any post office, or give it to your mail carrier. **The shipping charge will be deducted from your refund or the value of your exchange. Minimum cost of using the return label is \$5.95. PLEASE NOTE: THE RETURN LABEL IS BASED ON THE SHIPPING WEIGHT OF YOUR ENTIRE PACKAGE PLUS A \$1.25 HANDLING FEE. IF YOU ARE RETURNING LESS THAN YOUR FULL ORDER, IT MAY BE MORE ECONOMICAL TO PURCHASE POSTAGE YOURSELF.**

CERTAIN ORDERS WILL NOT CONTAIN A RETURN LABEL. These include, but are not limited to, orders which ship directly from the manufacturer, orders that contain many individual items, orders that are shipped via UPS, or larger/ heavier items. Custom orders and orders which contain other non-returnable items such as whistles, books, DVDs, and close-out items will not contain a return label.

MAKE SURE THE PREPAID LABEL IS THE RIGHT CHOICE FOR YOU! LABEL IS NOT FREE AND IS BASED ON THE WEIGHT OF EVERYTHING IN THIS PACKAGE PLUS A \$1.25 HANDLING FEE

If you would rather provide your own return shipping, 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.

Last 4 digits of Credit Card # Expiration Date Security Code

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
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