



RETURN/ EXCHANGE FORM

1) BEGIN WITH YOUR ORDER OR INVOICE NUMBER

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

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	Quan	Size	Price

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

REASON FOR RETURN

CREDIT CARD
NUMBER USED FOR
ORIGINAL PURCHASE*

**

Expiration
Date

* 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.

3 Digit Code on Back of Card
or 4 Digit Code above card #
for American Express

8) TELL US WHAT YOU WOULD LIKE IN EXCHANGE

Exchange For Item Number	Description	Quan	Size	Price

Send Returns to: KENNEL GEAR USA 812 BASELINE PLACE #2 BRIGHTON CO 80603

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

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. We cannot be held responsible for any package that is lost in transit or that arrives damaged. PLEASE INSURE YOUR RETURN.

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.

Contact Us: 303-536-4535 | info@kennelgearusa.com | Send Returns to: 812 BASELINE PLACE #2 BRIGHTON CO 80603

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