



# OurLove4Pets

## Return Form

### CUSTOMER INFORMATION

Name

City, State, Zip

Address

E-mail

Date

Phone

### HOW CAN WE HELP YOU?

Please Choose Reason For Return:

- Wrong Size Ordered
- Wrong Color Ordered
- Other Reason (Specify below)

Other

What is the item you are returning?  
(Item Name, Size, etc.)

Returns are accepted.  
For returns, we must be contacted first within 3 days of receiving your item.  
We must receive your return from you within 7 days from the day you received your item.  
NOTE: Item(s) must be in NEW, UNUSED CONDITION. ALL PET CLOTHING ITEM, IT MUST BE COMPLETELY FREE OF ANY PET HAIR. If it is otherwise we will not process the return. If we find that the item or items are not re-salable, we can ship them back to you at your cost.  
Shipping charges are not refundable. In the rare instance of a manufacturer defect, a full refund will be issued.  
For returns, we suggest the package is sent with insurance and delivery confirmation for tracking purposes.  
All shipping fees are the responsibility of the customer.  
Exclusions  
There are no returns on shoes, socks, boots, panties, under garments of any kind, personalized items, swim wear, belly bands, custom or handmade items.  
Handmade or custom items are not refundable unless damaged in shipping.  
We do not accept returns on Holiday costumes from the date of the holiday and there after.

Please make sure the mail carrier you chose delivers to PO Boxes.  
Please include a tracking number.  
Send your item, and this complete printed form to:  
BigDog-Boutique.com  
P.O. 131768  
Staten Island NY 10313