

EXCHANGE/RETURN FORM

WE ACCEPT UNWORN PRODUCTS WITHIN 30 DAYS OF DATE OF PURCHASE, EXCLUDING EMBROIDERED ITEMS AND PET ID TAGS, WHICH CANNOT BE RETURNED UNLESS THERE WAS AN ERROR ON THE PART OF THE COZY CRITTER.

INSTRUCTIONS:

PLEASE INCLUDE THIS COMPLETED FORM AND THE ORIGINAL INVOICE (IF YOU HAVE IT) ALONG WITH THE MERCHANDISE AND SEND TO THE ADDRESS LISTED BELOW. IF YOU ARE REQUESTING AN EXCHANGE WE APPRECIATE PAYMENT FOR THE SHIPPING ON YOUR NEW ITEMS (\$5.95). PLEASE INCLUDE THIS PAYMENT WITH YOUR EXCHANGED ITEMS OR PAY ONLINE AT [HTTP://WWW.COZYCRITTER.COM/EXCHANGESHIPPING.HTM](http://www.cozycritter.com/exchangeshipping.htm) (UNLESS THE EXCHANGE WAS A RESULT OF OUR ERROR IN WHICH CASE WE WILL HAPPILY COVER ALL SHIPPING COSTS!)

ONCE WE'VE RECEIVED YOUR EXCHANGE REQUEST AND SHIPPING PAYMENT, YOUR EXCHANGE WILL BE PROCESSED. PLEASE ALLOW UP TO 14 DAYS. YOU WILL RECEIVE A CONFIRMATION EMAIL WHEN YOUR REPLACEMENT ITEMS ARE SHIPPED. EXCHANGES RECEIVED WITHOUT PAYMENT FOR SHIPPING WILL BE HELD UNTIL PAYMENT IS COMPLETED.

REFUNDS ARE SUBJECT TO A 10% RESTOCKING FEE WHICH WILL BE DEDUCTED FROM THE REFUND, AS WELL AS THE ORIGINAL SHIPPING CHARGES (UNLESS THE RETURN IS A RESULT OF OUR ERROR IN WHICH CASE WE WILL HAPPILY COVER ALL SHIPPING COSTS). PLEASE ALLOW 1-2 BILLING CYCLES FOR THE CREDIT TO APPEAR ON YOUR STATEMENT.

I WANT TO MAKE AN EXCHANGE

CURRENT PRODUCT _____

NEW PRODUCT _____

NEW SIZE _____

NEW FABRIC _____

I WOULD LIKE A RETURN

PRODUCT RETURNED:

REASON FOR RETURN:

I WANT TO MAKE AN EXCHANGE

CURRENT PRODUCT _____

NEW PRODUCT _____

NEW SIZE _____

NEW FABRIC _____

I WOULD LIKE A RETURN

PRODUCT RETURNED:

REASON FOR RETURN:

IF THE ORIGINAL INVOICE IS NOT INCLUDED WITH THIS FORM, PLEASE PROVIDE INFO BELOW:

MY INVOICE # IS: RC _____

NAME: _____ EMAIL: _____

ADDRESS: _____

PLEASE MAIL ITEMS TO: THE COZY CRITTER LLC - 2205 HILLTOP DRIVE #20 - REDDING, CA 96002
IF REQUESTING AN EXCHANGE PLEASE INCLUDE RETURN SHIPPING (\$5.95) WITH YOUR PACKAGE