

RETURN/EXCHANGE FORM



RETURN AUTHORIZATION NUMBER

NAME	
EMAIL ADDRESS	
PHONE NUMBER	
ORIG. OUTFOX (5 digit) ORDER #	

Office use only	
orig order	ret recd
restock	inventory
refund	\$
ship	size

ITEMS BEING RETURNED:					
PURCHASE DATE	QTY	SIZE	EXCHANGE FOR SIZE:	REFUND	REASON

DOG INFORMATION (for EXCHANGE):			
BREED	HEAD MEASUREMENT(S)	WEIGHT	NOTES

Return Policy

(See www.outfoxfordogs.com for full return and guarantee details)

- Contact by email **Outfox@OutfoxForDogs.com** or 800-261-7737 for Return Authorization Number.
- Item is returnable **within 30 days** only if item is in **new, unused* condition** in original packaging with this proof of purchase for refund or exchange.
 - *For your dog's protection, we do not accept returns of any Field Guard which has been used or worn outside. This is to prevent transmission of diseases such as Parvovirus that can survive for long periods of dormancy outdoors.
- Used or damaged products are not eligible for return and will be returned to sender.
- We will not cover normal wear and tear (damage that naturally and inevitably occurs as a result of normal wear or aging), damage from the canine, such as chewing, incidental damage, like tearing.
- Shipping charges are not refundable.
- Returns will not be accepted without Return Authorization number, proof of purchase and completed Return/Exchange form below.
- OutFox LLC guarantees all of our products against defects in materials and craftsmanship. OutFox LLC will replace or provide a refund for any item that has a manufacturing defect **at the time of delivery**. However, OutFox LLC will only provide a refund or replacement after it has examined the defective item and confirmed that the defect was from manufacturing.

Follow these steps for Returns/Exchanges:

1. To process your exchange or return, you **must first get a Return Authorization (RA) Number**, so contact us at outfox@outfoxfordogs.com or 800-261-7737
2. Fill out this Return/Exchange Form and enclose a copy in your package. Include RA # in top right corner of this form.
3. Mail your package to:
 - OutFox LLC**
 - PO Box 30939**
 - Walnut Creek, CA 94598**
4. We recommend shipping with some sort of tracking or delivery confirmation as we are not responsible for packages lost in transit.
5. OutFox will issue a credit for the amount of the returned item(s) within two business days of receipt.