



**Our first priority is your complete satisfaction with your LupinePet.com purchase!**

**Return & Exchange Form**

Merchandise must be in brand new, unused condition for return or exchange. **Items damaged during normal pet related activities (including chewing!) can be replaced using our Lifetime Guarantee.** For more information, please visit [www.lupinepet.com/guarantee](http://www.lupinepet.com/guarantee). Unused product and damaged product must be packed separately to be eligible for refund or exchange.

**Step 1 - Your Information**

Original Order # (if available): \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Daytime Phone: \_\_\_\_\_  
 E-Mail: \_\_\_\_\_

**Select your choice:**

- Exchange
- Issue Store Credit
- Refund to original method of payment\*

\*Within 60 days of purchase, you may return new, unused merchandise for a full refund. After 60 days you will receive a store credit for LupinePet.com.

**Step 2 - Returns**

Please list items you are returning for refund or exchange. Please note that you are responsible for return postage.

REASON FOR RETURN	PRODUCT DESCRIPTION	COLOR/DESIGN	SIZE	QTY	PRICE

**Step 3 - Exchange Items**

Please list items you would like to order. For expedited service, please call us at 800-228-9653 M-F, 9-5 Eastern to process an early exchange. Exchange orders will ship with FREE standard USPS shipping.

PRODUCT DESCRIPTION	COLOR/DESIGN	SIZE	QTY	PRICE

**Step 4 - Payment**

If your new order value is greater than your return, please provide payment below. **We do not keep card information on file.**

- VISA
- MC
- AMEX
- DISC

Credit Card #: \_\_\_\_\_  
 Exp: \_\_\_\_/\_\_\_\_/\_\_\_\_ CVC CW: \_\_\_\_\_  
 Print Name: \_\_\_\_\_  
 Signature: \_\_\_\_\_  
 Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Questions? Need Help?  
 store@lupinepet.com • 800-228-9653  
**LupinePet.com**

**Return Address**

Cut along the lines & tape to return package

LupinePet Returns  
 16 Lupine Lane  
 Center Conway, NH 03813