Walkin' Wheels Return Form Your Return Auth#_____

Return Auth # Expires Within TWO Weeks Of Issuing.

To help us process your return and insure that problems are solved quickly and effectively, this form needs to be filled out and sent back with the returned Product. **Please allow 2-3 weeks for your credit to be processed and appear on your credit card. If this form is not complete your refund cannot be processed. If RMA# is expired, a significant additional restocking fee will apply.**

Name on the Sales Receipt (Your Name):_____

Invoice/Sales Receipt Number: _____ Your **Phone Number: _____**

Date Ordered: _____ Date Returned: _____

Why are you returning the product?

Please explain in as much detail as needed (use separate sheet if necessary). It will help improve the product:

( ) Yes (Required) Did you call or email a HandicappedPetsCanada.com to discuss the problem with the product? Many common problems can be solved with a phone call.

Thank you. Be sure to ship the package within 1 week of receiving your RMA# and also so that it can be tracked. HandicappedPetsCanada.com is not responsible for items lost or damaged in shipping. Please allow two to three weeks for your refund to be processed and show up on your payment statement. Please see the return policy for an explanation of restocking and/or refurbishing charges that may be applied.

Please Return with RMA# to:
 Handicapped Pets Canada 33323 Wren Cres, Abbotsford, BC, V2S 5V9, Canada

Please Read Before Opening Package Note:

It is our intention that every HPC customer be happy with their Purchase. If you experience problems, please call us. We can help. If we cannot solve your problem please request a return authorization number from us.

Please note that products returned without return authorization will not receive credit. Products must be shipped by you within a week.

New unopened Refund - New unopened products returned because they were no longer needed and are still in original packaging with the **seal intacked** will get a full 100% refund on the product. (not including shipping)

Like New Product Refund – Like New – To Qualify for an like new refund, try garments on your pet over a tee shirt. Try boots or splints on over a sock. Products that qualify for an as new refund are ones that were tried on once, over a sock or tee shirt, didn't fit, were repackaged in original package with all instructions etc included and returned within 14 days.

There is **NO** hair, fur, dirt, soil, smell, scratches or damage on the product.

The product is in its original packaging, folded as delivered. If you carefully removed staples to open the package, DO NOT re-staple it. We will take care of that. **A 10% restocking Fee will be charged on all unsealed like new refunds.**

Partial Refund – Cleanable. The product was tried on once, but a tee shirt or sock was not used and there are a few hairs on it with no scratches, marks or damage. If we feel at our discretion that we can restore the product to "new" by a light cleaning it, you will be charged a 20%-50% restocking charge depending on the amount of cleaning & repacking necessary.

No Refund – If the product has been used, soiled, or damaged (even just a few scratches or scuffs from being tried on) or our staff feels it's just too gross to clean, or is otherwise not resell-able as new, we will consider donating the product to a shelter. If you specify, we will donate the product in your pet's name. Items ordered from other companies through HandicappedPetsCanada.com (Carts, Ramps, Steps, etc.) are warrantied through the manufacturer and cannot be returned to HandicappedPetsCanada.com.

Your Options – If you send a product back to us, you may specify that the product be returned to you if a refund is not available. You will be asked to pay shipping. If you decide to refuse the package we will need to charge you for the return shipping.

Please check our online for the full description of our policies and returns.