



RETURN ITEM TO:

Watson's Pet Company  
Attn: REFUND/EXCHANGE DEPT.  
2850 Colorado Avenue  
Santa Monica, California 90404

## **RETURN AUTHORIZATION FORM**

Date of Purchase: \_\_\_\_\_

Return Authorization Number (**REQUIRED**): \_\_\_\_\_

Your Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Phone: \_\_\_\_\_

Items to be Returned (please list): \_\_\_\_\_

\_\_\_\_\_

Reason for Return: \_\_\_\_\_

UPS/FedEx/Airborne Tracking Number: \_\_\_\_\_

Customer Signature: \_\_\_\_\_

Today's Date: \_\_\_\_\_

## **INCLUDE THIS FORM WITH YOUR RETURN**

### **RETURN POLICY:**

**Any unused merchandise in original condition (and in their original boxes or packages) with warranty cards unfilled, may be returned for exchange or refund within 14 days of receipt of the merchandise. Open or used packages will be subject to a restocking fee of at least 15%** The shipping and handling fees to and from the customer are the responsibility of the customer and are non-refundable.

### **ALL RETURNS REQUIRE A RETURN AUTHORIZATION NUMBER (RMA).**

RMA's can easily be obtained by contacting us at (310) 315-2823. Please be sure to have your order number handy when you call.

**Returns that are sent back to us without an RMA are subject to a 20% restocking fee.**

Credit will be issued after inspection of the product and the return requirements stated above are met. DO NOT return damaged or used products, credit WILL NOT be issued for damaged or used products.

For your protection, we encourage you to send your return via carriers who offer package tracking such as FedEx or UPS (be sure to retain your tracking receipt for future reference).

Your credit card will be credited within 72 hours of merchandise receipt and an email confirmation will be sent to you.

If your return is the result of an incorrect shipment by SENIORPETPRODUCTS.com, or a damaged or defective product, we will refund merchandise and shipping charges to your credit card. We will reimburse shipping charges incurred to return incorrect, damaged, or defective merchandise to SENIORPETPRODUCTS.com, not to exceed the published UPS Ground rate for the weight of the package.