



## Return Merchandise Authorization Form

If you wish to return a product please follow these instructions:

1. Email info@potluckexpo.com for a RMA number
2. Print and complete the Return Merchandise Authorization form below. Please write legibly in black or blue ink.
3. Return your product in a box which protects the merchandise or wrap it well within its original packaging.
4. Address package to: POTLUCK Return, RMA # \_\_\_\_\_, PO BOX 90474, San Diego, CA, 92169
5. Please ship your package with Tracking via USPS, UPS, or FedEx. (We cannot accept responsibility for packages without delivery confirmation)
6. If you are requesting an exchange, the product will be sent to you via USPS
7. Please note, shipping charges are non-refundable and not reimbursable
8. Please allow up to 14 days for returns processing
9. A 15% re-stocking fee will be withheld from total cost + shipping costs
10. Extracts are not eligible for refunds

Customer Name: \_\_\_\_\_

Day Time Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Fax Number: \_\_\_\_\_

Returned Items:

Qty Product Name Price Paid Refund/ Exchange Reason

- In order to qualify for a full refund, merchandise must be returned in new/unopened condition
- If product is no longer sealed, we can issue 50% discount
- For additional information, please review the return policy available at [www.PranaPets.com](http://www.PranaPets.com)
- All returns and exchanges are subject to a 15% restocking fee
- Refunds are issued once a week and are issued after we received returned product(s)

RMA # \_\_\_\_\_ Sales / Invoice # \_\_\_\_\_

Order # \_\_\_\_\_

By signing this RMA form, I acknowledge and agree with the terms of the PotluckExpo.com return policy.

Signature (REQUIRED) : \_\_\_\_\_

Date: \_\_\_\_\_