

From: _____

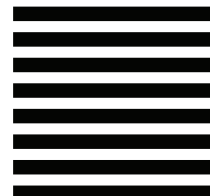
NO POSTAGE
NECESSARY IF
MAILED
IN THE
UNITED STATES

POSTAGE DUE COMPUTED
BY POSTAGE DUE UNIT

POSTAGE _____
TOTAL POSTAGE AND FEES DUE \$ _____

FIRST CLASS

0005



MERCHANDISE RETURN LABEL

PERMIT NO: 5
GW LITTLE

SIMI VALLEY CA
80 W COCHRAN ST. STE A

POSTAGE DUE UNIT
US POSTAL SERVICE
225 SIMI VILLAGE DR
SIMI VALLEY CA 93065-7426



(Please read all instructions below before using label)



Toll-Free: 1-866-495-4885

80 W Cochran St Ste A
Simi Valley, CA 93065



PLEASE REMEMBER:

- Remove all pet hair to avoid re-stocking fees.
- Belly Bands with spots have no return value.
- Items need to be in new, resellable condition.
- No returns on Rack, Closeout, and Custom-made items.

PLEASE READ - RETURN INSTRUCTIONS for Small Packages through the Post Office

YOU MAY BE RESPONSIBLE FOR SHIPPING CHARGES – PLEASE READ:

- When you use this label you don't pay postage up front. A charge will be deducted from your merchandise credit or refund. Charges will be waived if the item is covered by our **RIGHT-SIZE PROMISE*** (see below).
- Your charges are determined by the packaging used and weight. If this label is placed on a PRIORITY MAIL envelope or box, Priority Mail rates will apply, even for RIGHT-SIZE PROMISE* items. To save on shipping, consider using a plain padded envelope to protect the contents.
- If your package is over **2 pounds** please use our **READY-RETURNS service through UPS** for lower shipping rates. Please visit "www.gwlittle.com/returns"

USE & INSTRUCTIONS for PRE-PAID LABELS:

1. Adhere shipping label to package, please – **DO NOT TAPE OVER BARCODES** or **WHERE POSTAGE FEES ARE RECORDED**. Be sure edges are secure and all previous addresses and barcodes are covered.
2. Place label so it does not wrap around edge of package.
3. Include your return address, city, state, and zip code.
4. Packages weighting 13 ounces or more may not be placed in Postal Service collection boxes. For information on pickup options go to usps.com.
5. If mailing acknowledgement is required, the package must be presented at a Post Office. Recommended for your protection.

OTHER RETURN OPTIONS:

- You may use the carrier of your choice and the label on the reverse side. Please properly pack all items against damage. Insure if necessary and save the tracking number. Please call us if you would like assistance, or are returning any (F/O) Factory direct items.

***RIGHT-SIZE PROMISE** covers non-special-order clothing, harnesses, belly bands, and collars to shipments within the 48 lower United States, and one free exchange shipment per order. All other items being returned or exchanged are not part of this free shipping offer and will be billed actual return shipping charges.

PLEASE DO NOT use pre-paid labels on **PRIORITY MAIL** packaging, only **FIRST CLASS MAIL** rates will be refunded. Please use a plain envelope, or padded envelope to protect the contents.



THANK YOU for your order. It is important to us that your items and service you receive have met or exceeded your expectations. In the event your order arrived damaged, or you need to return or exchange an item, please use this form.

G.W. LITTLE GUARANTEE: If, for any reason, you or your pet are not satisfied with any item please feel free to return it in the original packaging within 30 days of receipt for a replacement or refund. We want you to be unconditionally pleased with any item purchased from G.W. Little, and we will extend any performance warranty for an additional year. For more information please contact us:

Toll-Free: 1-866-GW-LITTLE (495-4885) **e-mail: cs@gwlittle.com**

DAMAGED ITEMS

If an item arrived damaged please maintain all packaging materials and the shipping container. Notify our Help Desk by calling **1-866-495-4885**, or e-mail customer service at cs@gwlittle.com right away.

F/O ITEMS (Factory Order)

PLEASE call our office **BEFORE** returning any items marked with F/O. These items require special handling. A restocking fee up to 20% may apply to all F/O items. Notify our Help Desk by calling **1-866-495-4885**, or e-mail cs@gwlittle.com right away.

RETURNS / EXCHANGES: *Returns must be in original packaging and in re-sellable condition. Sales are final on all "Sale Rack" and "Outlet Store" items.*

To return or exchange an item, please repack the item in its original display packaging in sellable condition free from pet hair or damage. Custom ordered items (including custom monogramming) may not be returned without prior authorization.

Place all items in sturdy approved shipping containers and provide adequate padding and insurance for your protection (UPS automatically insures contents up to the first \$100).

Certain returns and exchanges may qualify for our **RIGHT-SIZE PROMISE** of free shipping (*non-special-order clothing, harnesses, belly bands, and collars*), others will have our UPS discounted rate (**Ready>Returns** from our website), or **USPS pre-paid** return postage (see other side) deducted from the refund or charged to the original order. Please read the terms and conditions before using either service as you may be liable for shipping charges. Please contact us if you would like assistance.



Returning: (include with return)

Item #	Size	Description	Price ea.	Total	Reason Code	Action Code

Reason Codes:

AL...Arrived too late
 CM...Changed mind
 DF...Defective
 DS...Damaged in shipping

DW...Dog won't wear
 MO...Missing from order
 NE...Not as expected
 PQ...Poor quality

TL...Too large
 TS...Too small
 WI...Wrong item on invoice
 WS...Wrong item shipped

Action Codes:

RF...Refund
 ES...Exchange for same item
 ED...Exchange for different item

Other: _____

Please exchange for or process the following order:

Item #	Size	Description and color	Qty.	Price ea.	Total

Credit refunds will be issued by original payment method. For exchange orders that exceed return credit:

Check enclosed

Charge my credit card: _____ Exp: _____ Signature: _____

V.092111



OPTIONAL RETURN LABEL - for Carrier of Your Choice

From:



G.W. LITTLE - RETURNS
80 W COCHRAN ST, STE A
SIMI VALLEY, CA 93065-6219

Your Name: _____
 Order #: _____ (please provide to speed processing)
 Customer #: _____

Office Use: