

## Returns and Exchanges

1 ▶ Order #

2 ▶ Reason for Exchange / Return


3 ▶ Items Returned

Qty	Style #	Item Description	Size	Color	Price

Please credit my account\*

\*the credit card used on the original order will be used for any refunds or exchange price differences.

Exchange - Please complete steps 4 & 5

4 ▶ Items Wanted

Qty	Style #	Item Description	Size	Color 1	Color 2	Price

If there is a charge, or difference in price, how would you like to pay for charges?  Visa  MasterCard

Card Number \_\_\_\_\_ Exp \_\_\_/\_\_\_ Security Code \_\_\_\_

5 ▶ Address Information

▶ Please fill out all information completely and legibly

Bill to Name
Address
City <span style="float:right">State</span> <span style="float:right">Zip</span>
Email <span style="float:right">Phone #</span>

▶ Include ship to information if different from above

Ship to Name
Address
City <span style="float:right">State</span> <span style="float:right">Zip</span>

▶ Special Instructions


### Return Policy

We want you to be fully satisfied with every item that you purchase from Petprojekt™. If for any reason you are not fully satisfied with any item, please return it to us within 30 days from the ship date. We will make any changes you like, including an exchange, credit to your account, or a refund. Shipping and handling is non-refundable. We cannot accept damaged or opened items. Petprojekt™ reserves the right to refuse any return at our discretion. Please allow 15 business days to process your returns.

Send all items to:  
 Petprojekt™  
 Attn: Returns Department  
 6919 Silverton Ave.  
 Cincinnati, Ohio 45236

If you have any questions or concerns, please feel free to contact us at [returns@otomik.com](mailto:returns@otomik.com) or call **877.PROJEKT**. Please securely pack your return merchandise to protect it from damage during shipping. Be sure to retain your shipping information and receipt for tracking purposes to ensure that the package is returned to our warehouse. Petprojekt™ cannot be responsible for packages lost or damaged during return shipping.

### Return & Credit Processing Time

Petprojekt™ will make every effort to process your return for a credit at [www.otomik.com](http://www.otomik.com) for the dollar amount of merchandise originally purchased, within 15 business days. Any item returned after 30 business days from purchase will be subject to a 15% restocking fee.