VeterinaryApparel.com | VACRx Plus — A Division of Veterinary Apparel Company

PLEASE COMPLETE THIS FORM FOR RETURNS

1. All returns must be made within 30 days of purchase. Items returned for credit must be clean, unused, unwashed and in resalable condition. **ITEMS CANNOT BE RETURNED IF CUSTOMIZED WITH EMBROIDERY OF ANY KIND, INCLUDING FREE EMBLEMS.**
2. There is a 20% re-stocking fee for any "Special Order" items that are returned. **The same conditions apply as stated above.**
3. If an item is being returned due to our error, damage or defect, please contact us for return shipping instructions at 1-800-922-1456.
4. Veterinary Apparel will not accept return packages COD.
5. Ship return items with a copy of your invoice. You can use the Return Policy link located at the bottom of our website to access the UPS Portal where you can create a return label. (Note: $11.75 will be deducted from the credit issued.*) You may also ship the package to us using a shipping method of your choice. Returns should be sent to: **Veterinary Apparel Company, 847 Main Street, Battle Creek, MI 49014**

** More than five (5) items may incur additional charges.*

CUSTOMER INFORMATION
To ensure prompt processing, please complete all fields. (*Please make any address changes here.*)

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Contact Phone Number: _____

Contact: _____ email: _____

ORDER INFORMATION

Customer Number:

_____
(*located on your invoice*)

Order Number:

_____
(*located on your invoice*)

REASON FOR THIS RETURN (*Provide number in REASON CODE below.*)

1 Too Small	**2** Too Large	**3** Dislike Color
4 Dislike Style	**5** Defective Item	**6** Embroidery Issue
7 Sent Wrong Item	**8** Dislike Fabric	**9** Changed Mind / Not Needed

10 Other:_____

HOW WOULD YOU LIKE US TO HANDLE THIS RETURN (*Please check one.*)

❍ **Provide a Credit**

❍ **Provide a Credit and Place a New Order**

All credits are applied back to the original method of payment.

When placing a New Order, standard shipping rates will apply. The Return Credit and New Order will be processed as two separate transactions.

RETURNED ITEMS

ITEM #	DESCRIPTION	SIZE	COLOR OR PRINT DESCRIPTION	QTY	REASON CODE	ADDITIONAL COMMENTS

ITEMS FOR NEW ORDER

ITEM #	DESCRIPTION	SIZE	COLOR OR PRINT DESCRIPTION	QTY	FREE EMBLEM	ITEM PRICE EACH	CUSTOMER EMBROIDERY (Maximum 18 characters per line, including spaces, etc)	FONT STYLE	EMBROIDERY PRICE	TOTAL PRICE

Complete ONLY when payment method is different than original method used.

❍ Check or Money Order ❍ MasterCard ❍ VISA ❍ AMEX ❍ Discover

Expiration Date:_____

CARD NUMBER (*Include all digits.*)

CVV / Security Code: _____
(*Located on the back of your card.*)