



# 2016 Returns / Exchanges

(Individual)

**SEND TO:** **Attn: Return**  
Softouch Concepts, Inc.  
29460 Union City Blvd  
Union City, CA 94587

Cut along dotted line

**Before** returning a harness, we suggest contacting us for help. The correct size harness may seem too large if all 4 straps have not been adjusted or you are new to our unique chest strap fit and restraint-free methods. To qualify for an exchange or refund, the harness must be returned in clean and unused condition. Return shipping costs are the responsibility of the customer.

**Returns:** If you purchased directly from Softouch Concepts and the product is in **new, unused condition** (free of dirt, pet hair and or odor. Instruction booklet/tags can be removed) - we will issue a full refund up to **30 days** after the purchase date. For a warranty review, please indicate on Return Form (below) and see our website for more information. We suggest using US First Class Mail - insured. Before shipping, contact us to receive a **"Return Number."**

- Shipping charges are *not* refundable.
- Refunds are credited to original credit card/form of payment, when return is received within 30 days of purchase.

**Exchanges:** All exchanges are handled as separate transactions. Please follow the return instructions above and then place a new order for the items you would like. Please note shipping charges are not covered in exchanges.

866-305-6145 [www.Softouchconcepts.com](http://www.Softouchconcepts.com) [customerservice@softouchconcepts.com](mailto:customerservice@softouchconcepts.com) [www.facebook.com/softouchconcepts](http://www.facebook.com/softouchconcepts)

## Return Form

Please mark **reason** for return.

- \*Too Large
- Too Small
- Received wrong item
- Not what I expected
- Exchange
- Warranty Review
- Other \_\_\_\_\_

\* Have you adjusted all **4** straps?

Please call us if you are new to our unique chest strap fit.

**866-305-6145 (toll free)**

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

Order number: \_\_\_\_\_ (or copy of receipt) **Return Number** \_\_\_\_\_

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

Your dog's girth measurement: \_\_\_\_\_ (see website "How To" section) Type of Dog: \_\_\_\_\_

QTY	Item Returned	Color	Size

Our hours are 9:00am - 5:00pm Monday - Friday PST **How may we contact you?**

Phone: \_\_\_\_\_ **Comments:** \_\_\_\_\_

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