

Thanks for your order!

We appreciate your business and want you and your pet to be completely satisfied with your purchase. If you wish to make a return or exchange, we will be happy to help you.

Feel free to call or e-mail us.

If you have a question or believe that an item might be missing or damaged, please call us at 877-654-8355, Monday through Friday, 10 am - 5 pm PST. Or email us at info@olivegreendog.com.

1 Returns (See Step 2 for exchanges)

Items purchased from Olive can be returned within 14 days. We'll refund the original payment method, excluding original shipping charges. Please ensure that the merchandise is unopened, unused and in salable condition. All tags must be intact and articles free of pet hair and stains.

What items are NOT returnable? Customized, personalized or engraved items, toys, beds, blankets, food, perishable and grooming products **cannot** be returned or exchanged unless damaged in transit. Items received as gifts except those stated above can be returned for store credit. **Sale items are final and non-refundable.**

When shipping your return, please follow these simple instructions:

- Use the original packaging or a strong corrugated carton.
- To expedite your return, please complete the form below and enclose it with the item(s) you are returning. **Keep a copy for yourself.**
- Request a Return Authorization Number (RA#) at:

email: info@olivegreendog.com

- Ship your package indicating RA# to:

Olive

Returns Dept. RA# _____

7683 SE 27th Street #125

Mercer Island, WA 98040

- Return shipping and handling charges are the responsibility of the returning party and are NOT refundable.

Name: _____ Return Auth. # _____

Order # _____

How would you like us to handle your return? Refund | In-store Credit (circle option)

| QTY. | SKU # | DESCRIPTION | REASON CODE | PRICE |
|------|-------|-------------|-------------|-------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |

Reason Codes:

CM Changed mind **DS** Damaged in Shipping **NE** Not as expected

WS Wrong item shipped **DF** Didn't fit **Other:** _____

2 Exchanges: Return unwanted items (step 1), then place a NEW ORDER on Olive's website.