

RETAILER POLICY:
HURTTA RETURN POLICY

Hurtta North America is dedicated to serving our retail dealers better than anyone else; however, we cannot accept returns without questions or limitations. Thank you for honoring the following return policies, so that we can continue to bring you the best products at the best price. Most items may be returned for credit within 20 days from the ship date

To assure prompt and accurate credit to you on returned merchandise, please follow these **steps**:

- 1) Your "Return Authorization Number" is **RA#**
- 2) The "Return Authorization Number" must be clearly indicated on the outside of each package or the package will be refused.
- 3) Credit will be given for errors that are clearly a Hurttta NA error provided returns are requested within 20 days from receipt of merchandise.
- 4) Returns on merchandise other than a Hurttta NA error will be assessed **a restocking fee of \$4.95 per item or 20% - whichever is greater...** Hurttta NA has no obligation to authorize a return requested after two weeks have passed from the receipt of retail dealer merchandise.
- 5) **Hurtta NA will have no obligation to provide credit for returns unless the merchandise is in the original carton in original condition (including packaging, manuals, warranties, accessories, security seals, etc.). We cannot accept returns with retail price tags.**
- 6) The original vendor box should be packed in a heavier shipping box with proper packing material to protect the merchandise. We suggest all returns be sent by a traceable carrier. You must pay all costs related to return shipping.
- 7) Returns will not be accepted freight collect or C.O.D., nor does Hurttta NA have an obligation to reimburse shipping pick-up charges.
- 8) We cannot accept returns on certain items, including:
 - Factory closeouts, **discontinued items on sale**, special orders, food/treats and other products, as noted in product sales literature.
 - No partial case pack items will be accepted. If you return a case pack item, it must be returned in the original shipping pack with all individual items unopened.
- 9) **Warranty/Guarantee: Hurttta guarantees against material defects and workmanship for one year from time of purchase. This warranty does not include chewing or abuse.**