



How to exchange my harness?

**** If you purchased your Tre Ponti USA harness from a pet shop, please contact the store regarding their policies. You will need to resolve the matter through them. ****

If you purchased from Tre Ponti USA website:

Within 20 days of the order date, Tre Ponti USA products may be exchanged. **There are no refunds, only exchanges.** Please contact us if you need help with sizing. Once products for exchange are received and inspected, replacement items are shipped promptly.

Items to be exchanged must be in unused condition, clean, and free of pet hair, with the original tag. Items requiring cleaning or removal of pet hair will be charged a \$5 cleaning fee per item. **Shipping charges for all exchanges are the responsibility of the customer.** Additional charges may apply if replacement items are priced higher than the original.

STEP 1: Enter contact info and items to be exchanged.

First Name: _____ Last Name: _____

Shipping Address: _____

City, State, Zip: _____

Email: _____ Tel. _____

Items being exchanged:

Item #1 _____

Color: _____ Size: _____ Product Code (if known): _____

Use back of form for additional items.

STEP 2: Provide credit card and replacement items information.

**** INCOMPLETE FORMS WILL NOT BE PROCESSED ****

VISA or MC ONLY: _____ Exp: _____ CVC: _____

Signature: _____ Date: _____

Replacement items:

Item #1 _____

Color: _____ Size: _____ Product Code (if known): _____

Use back of form for additional items.

Select shipping method for replacement items: Economy First Class (4-10 days)
Shipping charges are the responsibility of the customer. Priority (2-4 days)

INSTRUCTIONS:

- 1. Include this completed form with item(s) to be exchanged.**
- Mail in protective packaging to: **Tre Ponti USA, 5546 Camino Al Norte 2-275, North Las Vegas, NV 89031.** **Tre Ponti USA is not responsible for items that become lost or damaged in the mail.**
- If you have any questions, please call **1-800-556-4994** or email to **info@trepontiusa.com**