



## Pre-Authorized Return Form

(Please send this form with your returned merchandise)

### 60-Day Money-Back Guarantee

If you're not completely satisfied with your iCalm purchases, you can return items for credit or exchange within 60-days of purchase. Products must be returned in original packaging including all components. Contents must be in new condition. Shipping fees are not included in any return calculation.

**visit:** [icalmpet.com/customer-service/returns/](http://icalmpet.com/customer-service/returns/)

#### Reason for Return:

- Damaged upon arrival
- Stopped playing music
- Player not charging
- Static
- Sound distortion
- Micro SD does not play
- Other: \_\_\_\_\_

## Information

Order #: \_\_\_\_\_ Ticket #: \_\_\_\_\_ Date: \_\_\_\_\_

(PLEASE PRINT CLEARLY)

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

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

City: \_\_\_\_\_ State/Prov.: \_\_\_\_\_

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

Item you are returning:

- |  |  |
|--|--|
| <input type="checkbox"/> iCalmDog Player | <input type="checkbox"/> Micro SD Card |
| <input type="checkbox"/> iCalmCat Player | <input type="checkbox"/> Music CD(s)   |
| <input type="checkbox"/> iCalm Player    | <input type="checkbox"/> Accessory     |

### INSTRUCTIONS:

Please provide as much information as available in the above form and send along with the merchandise you wish to return.