



Equine Digit Support System, Inc.

www.ShopEDSS.com

E-mail: edss@shopedss.com - Phone: (719) 372-7463

RETURN POLICY: You may return most new, unused items within 30 days of delivery for a full refund. Returning products that were purchased between 30-90 days (from the date of the return) will be given store credit rather than a refund. The customer is responsible for the cost of returning the item(s) to EDSS, Inc. unless the return is the result of an error on our part (meaning if you received an incorrect or defective item, etc.), at which time EDSS, Inc. would pay the return shipping costs. You may request a "Return Service Label" from EDSS, Inc. We will e-mail the label to you and the cost of shipping will be deducted from the return amount. Our Return Service Label costs are often less expensive than the retail cost of shipping if you take the item to the post office or UPS store and pay them, so please do not hesitate to contact us about getting a Return Service Label.

If you are requesting an **EXCHANGED PRODUCT** with your return, EDSS, Inc. is not responsible for the cost of shipping the exchanged item back to you (the customer). If you are exchanging an item (ie: for a different size of the same product), EDSS, Inc. will contact you for credit card details to pay for the cost of the return shipping back to you.

For **REFUNDS**, you should expect to receive your refund within 2 -3 weeks after shipping your package to us. This time period includes the transit time for EDSS to receive your return from the shipper (3 to 5 business days), the time it takes us to process your return once we receive it (3 to 5 business days), and the time it takes your bank to process our refund request (3 to 5 business days).

RETURN FORM

Complete this form and include it in the box with your return. Returns that do not include this form will be delayed in processing or may not get processed at all if we do not have enough information to complete the refund.

Name: _____ Date: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ E-mail: _____

Original Order Date: _____ Order# or Invoice#: _____

Item Number or Description: _____

Item Number or Description: _____

Item Number or Description: _____

I am returning this product for a: ☐ REFUND ☐ CREDIT ☐ EXCHANGE (complete below)

Exchange for the following: _____

Exchange for the following: _____

Exchange for the following: _____

Return to: **EDSS, Inc.**
Attn: Returns
15860 State Highway 115
Penrose, CO 81240