



PPN Manufacturer Return Policies

<p>PPN Product Return Statement</p>	<p>PPN does not manufacture or warranty any of the products it distributes. In cases where the manufacturer provides a warranty and/or return policy, PPN may facilitate the replacement of product as per the listed restrictions and requirements.</p> <p>All consumer returns that PPN facilitates MUST have a completed PPN or Manufacturer product return form accompanied by the products UPC code and/or container as indicated. <u>Returns that do not have the fully completed form and UPC/Container will be rejected.</u></p> <p>Credits for returned items may not be taken off PPN invoices without a credit authorization form.</p> <p>Credits submitted on manufacturer created forms that are rejected by the manufacturer will be charged back to the retailer.</p> <p>All requests for return for the following reasons will be rejected:</p> <ul style="list-style-type: none"> • Slow sales / Product not moving • Product went out of date on shelf • Animal passed away (yes, we get these requests) • Special orders • Clearance Items
<p>Antlers Updated: 5/19/2015</p>	<p>Manufacturer accepts returns: No, all sales final PPN facilitates returns: No</p>
<p>American BioSciences Updated: 5/19/2015</p>	<p>Manufacturer accepts returns: Yes, PPN form, sales receipt and empty bottle required. PPN facilitates returns: Yes</p>
<p>Against The Grain Updated: PENDING</p>	<p>Manufacturer accepts returns: PPN facilitates returns:</p>
<p>Azmira Updated: 5/19/2015</p>	<p>Manufacturer accepts returns: Yes, PPN return form and bottle required PPN facilitates returns: Yes</p>
<p>Blue Ridge Beef Updated: 5/20/2015</p>	<p>Manufacturer accepts returns: Yes, with special instructions PPN facilitates returns: Yes, with special instructions</p> <p>Consumers must contact BRB directly, within 72 hours, provide a receipt and pictures if requested along with a complete description of the reason for the return. BRB will issue a return authorization to the consumer that can be taken to the retailer. Retailers can return the form to PPN for credit/replacement.</p>
<p>Canine Caviar Updated: 10/16/15</p>	<p>Manufacturer accepts returns: Yes PPN facilitates returns: Yes</p> <p>PPN return form must accompany returned product or original UPC</p>
<p>Carna4 Updated: 5/20/2015</p>	<p>Manufacturer accepts returns: Yes, limited to palatability or illness PPN facilitates returns: Yes</p>

Cat Dancer Updated: 6/10/2015	Manufacturer accepts returns: Yes, items can be returned to the manufacturer for exchange, consumer contacts Cat Dancer directly PPN facilitates returns:
Dr Roses Remedies Updated: 6/11/15	Manufacturer accepts returns: No PPN facilitates returns: No
Evanger's Updated: PENDING	Manufacturer accepts returns: PPN facilitates returns:
From The Field Updated: 6/11/2015	Manufacturer accepts returns: Yes, limited to production defects on toys. Consumer must contact From The Field directly PPN facilitates returns: No
GoDog Toys / Hear Doggy Toys Updated: 5/19/2015	Manufacturer accepts returns: Yes, Limited see below PPN facilitates returns: No Quaker Pet Group will replace one toy, one time, directly with the consumer. Do not accept returns directly, please forward consumers to: www.godogfun.com/replacement
Grandma Lucy's Updated: 6/11/2015	Manufacturer accepts returns: Yes, Limited see below PPN facilitates returns: Yes, limited, see below Per manufacturer, 3lb bags may be returned to the retail location. For 10lb bags the consumer must contact the manufacturer.
Great Life Updated 5/21/2015	Manufacturer accepts returns: Yes, limited to foods, with sales receipt, within 30 days, >50% remaining product PPN facilitates returns: Yes
Healthy Pet Foods Updated 6/10/2015	Manufacturer accepts returns: Yes, where customers return a case only the opened cans will be reimbursed PPN facilitates returns: Yes
Herbert Honey Updated: PENDING	Manufacturer accepts returns: PPN facilitates returns:
K9 Kraving Updated: PENDING	Manufacturer accepts returns: PPN facilitates returns:
Kanberra Gel Updated: PENDING	Manufacturer accepts returns: PPN facilitates returns:
Livelong Pet Nutrition Updated: PENDING	Manufacturer accepts returns: PPN facilitates returns:
Life Line Pet Updated: 6/10/2015	Manufacturer accepts returns: Yes, a photo and return form are required PPN facilitates returns: Yes
NWC Naturals	Manufacturer accepts returns: PPN facilitates returns:
OC Raw Updated: PENDING	Manufacturer accepts returns: PPN facilitates returns:
Papa Bow Wow Updated: PENDING	Manufacturer accepts returns: PPN facilitates returns:
Pawbreakers Updated: 5/19/2015	Manufacturer accepts returns: No, if a consumer feels the product is defective they must contact Edible Animal Treats directly PPN facilitates returns: No
Pioneer Naturals Updated: 5/21/15	Manufacturer accepts returns: Yes, limited to foods, with sales receipt, within 30 days, >50% remaining product PPN facilitates returns: Yes

Rok Straps Updated: 6/11/2015	Manufacturer accepts returns: Yes, limited to manufacturing defects, consumer must contact Rok Straps directly PPN facilitates returns: No
Silk Road Oils Updated: PENDING	Manufacturer accepts returns: PPN facilitates returns:
O'Tom Tick Twisters Updated: 5/19/2015	Manufacturer accepts returns: No PPN facilitates returns: No
True Blue Updated: 6/10/2015	Manufacturer accepts returns: Yes, remaining product must be returned and be >50% PPN facilitates returns: Yes
Can Toy/Soda Pup Updated: 5/19/2015	Manufacturer accepts returns: Yes, limited to manufacturing defects. Consumers must send product back to manufacturer. PPN facilitates returns: No
VerUS Updated: 5/19/2015	Manufacturer accepts returns: Yes, with manufacturer or PPN form, date code from the bag and product UPC PPN facilitates returns: Yes
Vital Essentials Updated: 5/19/2015	Manufacturer accepts returns: Yes, exceptions are misuse/mishandling of product PPN facilitates returns: Yes Vital Essentials allows does ask that their questionnaire be filled out completely and faxed/emailed directly to VE. MUST be within 60 days of purchase.
Wondercide Updated: 6/11/2015	Manufacturer accepts returns: Limited, consumer must contact Wondercide directly PPN facilitates returns: No