

Bold Lead Designs, LLC Return / Exchange Form

Please fill out this form if you would like to return or exchange a like-new item (within 30 days of purchase), and the item was purchased directly from Bold Lead Designs. If you have an issue you would like to discuss, please contact us immediately, and we'll find the easiest way to get you taken care of.

You can reach us at:

303-856-3012 or orders@boldleaddesigns.com

If we mistakenly sent an incorrect or defective item we will replace it at no charge and will cover the return shipping. All returns and exchanges must be accompanied by this Return/Exchange Form. No returns or exchanges will be processed without the necessary documentation. Customer is responsible for all related shipping costs. We will gladly accept returns for customized leashes, collars and training equipment, but credit will be issued only for the original base price of the item. Customization fees and shipping charges are not refundable.

(If you did not purchase the item directly from Bold Lead Designs, please see the original retailer. Custom Service Dog Harnesses are not returnable.)

Please send returns and exchanges to: (all delivery methods accepted)

Bold Lead Designs
Returns/Exchanges
350 Norfolk Street
Aurora, CO 80011

Customer Name

Order#

Shipping Address

City

State

Zip/postal code

Province

Country

Phone Number

Email

Item(s) included in this shipment:

Product Name

Quantity

Reason

Refund Exchange

For exchanges, please indicate which item(s) you would like to order:

Product Name

Color

Width

Length

Other Description/Detail

Quantity

If balance / shipping charges are due, how do you prefer to pay?

(We do not keep payment info on file.)

Check included

Send PayPal Request for online CC payment

Call me!

Charge my credit card

Additional Notes. How can we help?

Credit card #

Expiration:

Verification code:

signature:

Shipping estimates to USA (via USPS)

First Class, small items up to 12 \$4.50

Priority Mail padded envelope \$6.70

Medium Flat Rate box \$13.00

Please allow 5-7 business days for your request to be processed and resolved once we receive your item. Tracking information will be emailed to you when a shipping label is generated.