

**Replacement Policy:**

Products purchased through minikittour.com may be returned or returned for an exchange or store credit by following these steps:

1. Contact **mini kittour's** Customer Service at 1.877.MKT.KITS (658-5487) to obtain an RMA number.
2. Fill out the Return Merchandise Authorization Form in its entirety and place the RMA Form in the box with the item(s) being returned.
3. Return the authorized item(s) per shipping instructions.
4. Our Online Returns Dept. will process your request.
5. Returns may take up to 14 days to process the return and/or credit your account.

# mini kittour™

## RETURN MATERIAL AUTHORIZATION (RMA) FORM

Company \_\_\_\_\_ Contact Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Email \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

RMA # \_\_\_\_\_ Date Issued \_\_\_\_\_  
(obtained from **mini kittour's** customer service)

**Item(s) must be returned within 30 days from the shipment date to receive a full refund or exchange.**

Qty	Part Number	Description	Reason for Return	Order Number	Order Date

**Shipping Instructions:**

1. Pack up the contents of your order. Returned merchandise must be in the original condition it was received with tags included. Used merchandise cannot be returned unless it was defective.
2. Be sure to obtain an RMA number and clearly mark the outside of the box(s) with this number.
3. Ship only the items that are authorized.
4. Ship returned item(s) to:

**mini kittour, Inc.**  
ATTN: Online Returns Dept.  
17530 Von Karman Ave.  
Irvine, CA 92614

Shipments received by **mini kittour™** without an RMA number will be refused.

*Sample Address Label with RMA#*

Jane Smith  
123 Deer Lane  
Los Angeles, CA 90291

mini kittour, Inc.  
ATTN: Online Returns Dept.  
RMA #: 123456  
17530 Von Karman Ave.  
Irvine, CA 92614

Customer Comments:

Customer Signature \_\_\_\_\_ Date \_\_\_\_\_

Return Approval \_\_\_\_\_ Date \_\_\_\_\_  
(for office use only)