



## RETURNS & EXCHANGES FORM

**The Complete Bear**  
651 Ellsworth Street  
San Francisco, CA 94110  
415-287-0841

**All returns and exchanges must be accompanied by this form.**

Order number:

Order date:

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

E-Mail: \_\_\_\_\_

Refund

Exchange

Item	Reason for Return/Exchange	Exchange For

**RETURN POLICY:** We will happily accept returns for items that are unsatisfactory for any reason. Any items (with the exception of edible items, custom beds and personalized products) may be returned within 30 days for a full refund of the purchase price.

**Refunds will be issued in the form of a check.** Shipping is non-refundable. Complete and send our Return/Exchange Form with your return. We cannot accept returns or exchanges for orders more than 30 days old. If items are lost or damaged on their return trip to us, we cannot make a refund. You may send your items via regular US Mail, but we recommend that you ask for delivery confirmation.

**NON-REFUNDABLE ITEMS:**

- Edible items such as chocolates
- Perishable items such as cakes
- Custom items (except for manufacturer's defects)
- Underwear and jocks

**EXCHANGE POLICY:** Ordered the wrong size or color? Simply send the unwanted items to us with our Return/Exchange Form indicating the new item's you would like, and we will be happy to exchange them. If you need your exchange immediately and do not want to wait, you can also place a new order for the correct item(s) and return the items that you don't want in their original condition within 30 days of delivery. We will credit your card for the returned items.

**Questions or concerns? For fastest response, email us anytime at [info@thecompletebear.com](mailto:info@thecompletebear.com) or call (415) 287-0841.**