

Reptile Basics Return Form

All of our dry goods, with the exception of light bulbs, heat tape and rack/cage systems, come with a 10 day money back/replacement guarantee. If you are not satisfied with your purchase or it is defective please contact us before sending it back for return instructions.

Due to likelihood of damage in return shipping Reptile Basics CANNOT accept returns on light bulbs of any type or Rack/Cage systems. **Returned items must be in original packaging and unused/re-sellable. We CAN NOT accept returns on used or abused items.**

We will promptly refund your purchase price upon return of the item in its original condition. Shipping and Handling charges cannot be refunded.

Due to the risk of damage/loss to racks and cages being shipped back and the significant loss of our initial shipping and packing expenses we cannot accept returns on these items. Racks and cages are guaranteed to arrive in good condition. If there has been damage to your shipment in transit please inform us immediately. Pictures of the damages may be required and please save ALL packing material until you have contacted us-It may be required for a claim. Refund or replacement of the damaged product will be at Reptile Basics Inc. discretion.

Reptile Basics Inc. is unable to accept returns on heat tape that has been connected or wired. No warranty is offered on heat tape products whether purchased in components, pre wired by Reptile Basics or installed in any Reptile Basics rack or caging system.

Please fill out the form below and ship your return items to:

Reptile Basics Returns
521 Townsend Ave
High Point NC 27263

Name on order: _____

Order #: _____

Street: _____

City: _____ State: ____ Zip code: _____

Phone: _____

Email: _____

Reason for Return: Refund or Repair –Please describe problem on back of sheet

I agree to the above terms of return policy and the above information is accurate.

Please sign and date:

Name: _____

Date: _____