MANCHESTER PET SUPPLIES
CREDIT REQUEST & PRODUCT RETURN POLICY
Effective Date: November 17, 2026

1. ORDER-RELATED CREDITS

Order-related credit requests include picking errors, damaged products, and short shipments. To help ensure claims are processed efficiently, customers must follow the reporting requirements outlined below.

1.1 Picking Errors

If an order contains an incorrect item or a product is missing due to a picking error, please contact our office with the following information:

- Store name and invoice number
- Product number of the item invoiced but not received
- Product number or UPC of the incorrect item received
- Confirmation of whether you wish to keep or return the incorrect item

Reporting Requirements & Process

- Picking errors must be reported within 48 hours of receiving the order.
- Once the error is verified, Manchester will issue a credit for the missing item.
- If an incorrect item was shipped, a temporary charge for that item will be applied to the customer's account.
- If the customer wishes to keep the incorrect item, no further action is required.
- If the customer wishes to return the incorrect item, Manchester will issue a Return Merchandise Authorization (RMA).
- A copy of the RMA will be provided to the delivery driver on the customer's next scheduled delivery and emailed to the customer.
- Once the returned item has been received and verified by our warehouse, a credit will be issued to reverse the temporary charge.

Errors Identified During Delivery

If a picking error is identified at the time of delivery, the driver will ask the customer to complete a Product Return Form. The form must include the information outlined above and accompany the incorrect product being returned.
If the customer is unable to complete the form at the time of delivery, the incorrect product must be retained until the customer contacts our office to obtain a Return Authorization.

1.2 Damaged Products

All visible product damage must be reported within 48 hours of receiving the order.
Customers must submit photographs showing the damage, along with the applicable invoice number and product information to credits@manchesterpet.ca

Third-Party Carrier Deliveries

For orders delivered by third-party carriers, any visible damage must be documented on a Damage Claim with the carrier's driver at the time of delivery. The damage must also be reported to Manchester within 48 hours of receipt.

Credit Eligibility

- Products received in unsellable condition due to damage may qualify for a full credit. Customers must contact our office for instructions regarding the damaged merchandise before disposing of or returning it.
- If the customer determines that the product is still salvageable and suitable for resale at a reduced price, Manchester may authorize a discounted price or partial credit to assist with selling the product.
- If the product remains in sellable condition but the customer does not wish to keep it at a discounted price, a Return Authorization may be issued. Credit will be applied once the returned product has been received and verified by our warehouse.

All damage claims are subject to review and approval.

1.3 Short Shipments

All shortages must be reported within 48 hours of receiving the order. Customers may report shortages by email or telephone:

Email: credits@manchesterpet.ca

Phone: 1-800-265-5139

All shortage claims must include:

- Customer or store name
- Invoice number associated with the shortage
- Product numbers and quantities of the missing items

Credits will be issued once the reported shortage has been verified by the Manchester warehouse.

2. OTHER CREDIT REQUESTS

Credit requests not related to picking errors, damaged products, or short shipments must be submitted within three months of the event giving rise to the request, unless otherwise specified in this policy. Supporting documentation may be submitted through any of the following methods:

Through Your Sales Representative

Customers may provide the required documentation to their Manchester sales representative during a scheduled visit, provided the documentation is submitted within the applicable timeframe.

Through Your Delivery Driver

Documentation may be provided to the delivery driver on the customer's next scheduled delivery. All paperwork must be ready upon arrival and placed in a sealed envelope marked **ATTENTION: CREDITS**

By Mail

Documentation may also be mailed to: **Manchester Pet Supplies,** 100 Roy Boulevard, Brantford, ON N3R 7K2

Please ensure all submissions include sufficient information to identify the customer, invoice, products, and reason for the credit request.

2.1 Frequent Buyer Programs

Customers participating in a vendor-sponsored frequent buyer program may request credit for qualifying redeemed items.

To request a credit, customers must submit:

- The applicable frequent buyer program documentation
- A copy of the receipt showing the qualifying redemption

All requests must be submitted within three months of the redemption date.

2.2 Customer Consumer Returns

Manchester recognizes that retailers occasionally need assistance with products returned by their own customers due to quality concerns or customer satisfaction issues.

Credit requests relating to consumer returns must be submitted within three months of the original purchase date.

All requests must include:

- Store name and location
- Date of the consumer return
- Product code or UPC
- Brand, product description, and size
- Reason for the return
- Lot number, whenever possible, for edible products

Photographs should also be provided when they would help demonstrate or explain the issue. Please email photographs to credits@manchesterpet.ca with a brief description of the concern.

All requests are subject to review and approval.

2.3 Vendor Coupons

If a customer accepts a vendor-issued coupon for redemption, the following documentation must be submitted:

- The original coupon or applicable redemption documentation
- A copy of the receipt showing the completed redemption

All coupon credit requests must be submitted within three months of the redemption date.

PLEASE NOTE Some brands have coupons that need to be sent to a third party clearing house and cannot be processed by Manchester. Always check the requirements on the coupons to ensure they are submitted to the correct place

3. PRODUCT RETURN POLICY

Manchester understands that managing inventory and keeping products moving throughout your store is important to your business.

Our return policy is designed to support our retail partners by helping them maintain an effective product assortment, move inventory through their stores, and create opportunities to increase sales.

3.1 Return Eligibility & Timeframe

Requests to return products purchased from Manchester for inventory rotation or other eligible business reasons must be submitted within **30 days of receiving the order**.

All returns must be reviewed and approved by Manchester before merchandise is sent back.

To qualify for a return, products must:

- Be in their original packaging.
- Have no price tags, stickers, or other markings added to the original packaging.
- Be in a condition suitable for resale, subject to inspection and approval by Manchester.

Products that do not meet these requirements may be refused for return.

3.2 Restocking Fee

A **15% restocking fee** will be deducted from the approved credit amount for eligible customer-requested returns.

The restocking fee will not apply to returns resulting from:

- Products damaged during transit.
- Products with verified quality issues or manufacturing defects.
- Incorrect products shipped by Manchester.

3.3 Return Authorization Process

Customers must contact Manchester within the applicable 30-day return window to request authorization.

All requests must include:

- Original invoice or order number
- Product numbers and quantities being returned
- Reason for the return

Our team will review the request and, if approved, provide return instructions and a Return Merchandise Authorization (RMA) number.

Products must not be sent back without prior authorization from Manchester.

All returned merchandise will be inspected upon receipt. Once the return has been received and approved, a credit will be applied to the customer's account toward a future purchase, less the applicable 15% restocking fee.

Providing all required information when submitting a request will help ensure a timely review and processing of the credit.

4. CONCEALED DAMAGE

If product damage is discovered after the initial 48-hour reporting period, customers should report the issue to Manchester as soon as reasonably possible.

Please provide as much information as possible, including:

- Customer name and invoice number
- Product number and quantity affected
- Description of the damage

- Photographs showing the issue, where possible

Concealed damage claims will be reviewed on a case-by-case basis. Approval of claims submitted outside the standard reporting period is at Manchester's discretion.

5. GENERAL POLICY GUIDELINES

- All credit and return requests are subject to review and approval by Manchester Pet Supplies.
- Submission of a credit request does not guarantee approval.
- Customers must retain disputed or damaged merchandise until instructions have been provided by Manchester.
- Products requiring return must not be shipped or sent back without an approved Return Authorization.
- Credits requiring physical merchandise returns will only be finalized once the returned products have been received and inspected by our warehouse.
- Approved credits will be applied to the customer's account. Customer-requested product returns are credited toward future purchases.

For special circumstances or questions not addressed in this policy, customers should contact their Manchester sales representative or our office for assistance.

We appreciate your business and value the opportunity to support your store. Manchester Pet Supplies remains committed to helping our retail partners manage their inventory, serve their customers, and grow their businesses.

Manchester Pet Supplies
100 Roy Boulevard
Brantford, ON N3R 7K2
1-800-265-5139
credits@manchesterpet.ca

Policy Updated: November 17, 2026