



Teddy Mountain Inc.

Retail www.teddymountain.com

Wholesale www.teddyzoo.com

Contact info@teddymountain.com

Phone (518) 623-6944

RETURN POLICY

Step 1 – Determine the Brand

Teddy Mountain Inc., distributes quality products from two warehouse locations, under two distinct brand names.

- ❖ **Teddy Mountain™** branded items (ordered through www.teddyzoo.com) are shipped from a Distribution Center in Champlain, New York
- ❖ **The Bear Factory™** branded items (also ordered through www.teddyzoo.com) are shipped from a Distribution Center in Wixom, Michigan

Therefore, in order to properly return items to the correct provider, they first need to be identified and separated out by brand name.

Step 2 – Fill out the Products Return Form (attached)

Please specify if the items are **Defective**, or if they are **Returns**. All Returns (for items no longer wanted) will be charged a 15% restocking fee.

Step 3 – Pack & Ship

Pack and Ship along with the correct Products Return Form to the following location(s):

Teddy Mountain™ branded items	The Bear Factory™ branded items
<p>World Warehouse & Distribution Inc. 5 Coton Lane Champlain, NY 12919</p> <p>Attn: Teddy Mountain - Returns Phone: 518-298-4748</p>	<p>The Bear Factory 29233 Haas Rd. Unit B Wixom , MI 48393</p> <p>Attn: The Bear Factory - Returns Phone: (248) 437-4930</p>

Step 4 – Credit Issued

Upon receipt at the warehouse(s), we will determine your credit amount, including freight reimbursement for Defectives Shipped, and issue a Merchandise Credit to your Teddy Zoo account. We will advise by issuing a Credit Note.

