

Return/Refund Policy

To Our Valued Customers,

Although our return policy is on the website, we want to make sure you are aware of how we handle returns. You can try on our products and return or exchange them if they don't fit. But we can't resell a product as 'new' if it has been used (has any hair, odor, or stains). Our return policy is common sense!

**A Return Authorization Number is required to return any item!
To get a number, please call us at: (888) 253-0777**

Return Policy: We give full credit for products returned if they are in 'like new,' 'resalable' condition. We offer a full refund under these conditions. No returns are accepted after 30 days.

Exceptions: This policy does not apply to dog wheelchairs, which have a separate return policy.

Full Refund - Like New: To qualify for a full refund, try garments on your pet over a tee shirt or towel. Try boots on over a sock. Products that qualify for a full refund are ones that are tried on once, over a sock or tee shirt, didn't fit, are repackaged in the original packaging, and returned.

- There is no hair, fur, dirt, soil, or odor on the product. None.
- The product is in its original packaging, folded as delivered. If you removed staples to open the package, DO NOT re-staple it.

Partial Refund - Cleanable: The product was tried on once, but a tee shirt or sock was not used and there are a few hairs on it. If we feel that we can restore the product to 'new' by cleaning it, you will be charged a 20-50% restocking charge depending on the amount of cleaning and repacking necessary.

Partial Refund - Used: The product was tried on once and was slightly soiled or scratched. It is still in good condition, but is no longer 'new.' If your return cannot be brought to 'new' condition, we will offer you a refund and re-sell the product as used at a discount. The restocking charge is between 50-75%.

No Refund: Open packages of diapers and **any items that have been soiled** are not returnable. The SleepEe Time Bed cannot be used prior to return and must be received in new condition.

We value your business and will do everything we can to help you protect and care for your pets.

THANK YOU!