

Warranties and Return Policy

PupGear Pet Products guarantees their products for a period of one year against defects in material and workmanship; during the warranty period, (except as stated below in the return policy exceptions) we will send the customer replacement parts or request the customer return the product directly to us for repairs or replacement. A pre-paid shipping label will be provided. Products not used or installed as per our product instructions are not covered under this warranty. Pup-Grass comes with a 10 year Limited Warranty.

Return Policy

All returns require a Return Material Authorization (RMA) number. The RMA team at PupGear issues RMA numbers following a review of each RMA request as they are submitted and can be reached at 1.844.781.7877. Each request will be approved or denied based on the following guidelines.

Permissible Timeframe for Return

PupGear provides a fifteen (10) day return policy. ALL requests for a RMA must be made within fifteen (10) days from the invoice date. RMA numbers issued by PupGear are only valid for ten (10) days and the product must be returned to PupGear within this timeframe. RMA numbers will not be extended or reissued.

Defective or DOA Product

Product that is defective or Dead On Arrival (DOA) will be replaced according to the manufacturer's warranty at PupGear's discretion.

Restrictions on Returns

Non-defective returns are accepted for credit or exchange at PupGear's discretion. All non-defective returns are subject to a twenty percent (20%) restocking fee. Any authorized return will be calculated on the equipment only and will not include the original shipping costs to the customer. The cost of the return shipment will also be the responsibility of the customer.

All products returned must be complete. This includes all original manufacturer's protective packaging (including electrostatic protection), manuals, documentation, or accessories originally shipped with the product, blank warranty cards, and original UPC codes on the box. Incomplete returns may be returned to the Customer. Returns received with the original manufacturer's box written upon or where the Client did not use an adhesive shipping label will be assessed a defaced carton fee of fifteen percent (15%) in addition to any other fee(s).

Shipping Damage

If product arrives with damage that is visible or likely to have affected the contents of the boxes, the preferred method of handling it is to refuse delivery of the shipment due to damage by the carrier. The carrier will be responsible for returning it to PupGear. The Client must note the reason for refusal on the carrier's 'attempted delivery' record. If the damaged shipment is accepted, the recipient must note all known and visible damage on the carrier's 'delivery record' in order for PupGear to file a damage claim. The recipient must save the product and all packing it arrived in and notify PupGear immediately so a carrier inspection and pickup can be arranged. Failure to follow these instructions or to report damage within fifteen (15) days from the invoice date will result in the request being denied as out of return eligibility.

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Overgoods

Overgoods are unauthorized returns. Any products returned to PupGear without a valid RMA number will be considered Overgoods. The Overgoods may be returned to the Client and the Client may be charged a \$50 processing fee per shipment returned, plus related freight charges. If the Client refuses the shipment of Overgoods from PupGear or returns the Overgoods to PupGear a second time without PupGear prior authorization, the Client agrees to relinquish all right and title to and waives all claims against PupGear for credit related to such products. The Original Manufacturer's Box Must Not Be Written Upon.

Return Policy Exceptions

We do not accept returns for the following Items

1. Pup-Grass® Patio Lawn Kits and Dog Potty Units

Because of health and safety issues, portable dog potty products are not returnable.

2. doggydocks®

- a) *Not installed as per our product instructions, will void the warranty.*
- b) *Chlorine in pools have the side effect of reducing the integrity of marine carpet. Chlorine eats away at carpet fibers, making them thin and weak, until they tear and disintegrate under normal use. Carpet will need to be replaced every few years.*
- c) *Certain types of swimming pool filtration systems like Salt Chlorine Generators, Ozone and Ion Filtration systems are highly corrosive and have a tendency to break down silicone, polycarbonates and latex. These systems may void the warranty.*

3. Cut to Order Products

Pup-Drain and Pup-Grass cut to a customer's specified length are deemed special orders and cannot be returned.

Shipping Costs:

The shipping costs for receiving and returning items are the responsibility of the customer. If an item is deemed defective PupGear will reimburse the shipping costs and ship a new product.

Cancellations:

Orders cancelled after billing but not shipped are subject to a 10% service charge.

Product Support

We offer excellent support for our products. If a customer is having a problem using a product and needs assistance, we offer customer support Monday-Friday, 9-4 PST. Our customer service number is 1.844.781.PUPS. Setup Instructions, Care and Training Guides are included with each product and also available via download on our website. Customers may also request documentation via email sales@pupgearpetproducts.com