

Warranties and Return Policy

Warranties

PupGear Corporation 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® has an eight year limited warranty. Paw Pads are a medical consumable product and not returnable unless package has not been opened.

Return Policy

Products must be returned in unused condition, in the original carton, within 10 days of receipt of delivery. A 20% restocking fee may be applied. This fee covers charges for credit card processing for the sale as well as issuing the refund to your credit card. It also covers the costs to inspect the product and repackaging. Before returning an item the customer must request a return authorization.

The option to request a return will only display if a customer signs in with the user name and password used when making a purchase on our website. If you did not register you will need to request a return authorization number by sending an email to sales@pupgearcorporation.com

Return Policy Exceptions

We do not accept returns for the following Items

1. Paw Pads™

Are like Band-Aids and not returnable if opened. We are committed to customer satisfaction and will work with customers if they have issues with the product.

2. Dog Potty Units and Pup-Grass®

Because of health and safety issues, portable dog potty products are not returnable if they have been opened. Before returning merchandise, customer must request a return authorization. Shipping costs for returning items are the responsibility of the customer.

3. doggydocks®

Not installed or improper installation or not installed as per our product instructions, will void the warranty. 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.

4. Cut to Order Products

Pup-Drain and Pup-Grass cut to a customer's specified length are deemed special orders

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. The option to request a return will only display if a customer signs in with the user name and password used when making a purchase on our website.

Cancellations:

Orders cancelled after billing but not yet 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 1.866.781.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@pupgearcorporation.com