

Dog.Dog.Cat.

Return Policy & Return/Exchange Procedure

Return Policy: All sales of sale merchandise and special order sales are final. Return of brand new, resalable, clean, items are accepted within 14 days of purchase with receipt, original packaging, and hangtag intact, after 14 days credit or exchange only. Internet customers need to include a copy of the receipt, name, phone number, address, and return postage for exchanges over 1 pound in the USA. Qualified refunds will be paid by check and will not include original purchase shipping charges. Please allow 2-3 weeks for processing. Christmas gifts will have an extension until 14 days after Christmas. The original packaging and tags will be required for exchange or credit. Please black out the prices rather than removing the tags. Thank you for your cooperation. Dog.Dog.Cat. will not pay for shipping packages back to customers that do not qualify for a return or exchange, shipping will be at the expense of the customer.

Dog.Dog.Cat. will not be responsible for lost packages therefore we recommend a guaranteed delivery. Exchange items will be mailed in 2-3 business days, if we do not have the item in stock we will notify you and give you an approximate ship date. Please feel free to contact us by e-mail info@dogdogcat.com or phone 530-541-2322 if you have more questions. We will do our best to answer your questions immediately or we will do some research and get back to you as soon as possible.

****All of the following information will be a tremendous help for processing your exchange or credit accurately and quickly. Please write a detailed (size, color, quantity, and why...) explanation for the return or exchange Please use the back of this paper if necessary for further clarification:**

Please send my package by way of 1st class mail, US Priority Mail, UPS?: _____

Yes I have included a (packages under one pound can be mailed "free of charge" 1st class US mail only) check for the shipping or a pre-paid postage package? _____

Please write the return address for an exchange or refund check:

Name: _____

Mailing address: _____

City/State/Zip: _____

E-mail: _____

Contact phone number: _____

Specify US Mail, or UPS and include return postage for exchanges. First Class US Mail is: \$3.95 for the first item and \$1.00 for each additional item.

US Priority mail: \$4.95 and \$2.00 for each additional item.

UPS Ground: \$7.95 and \$2.00 for each additional item. * UPS will not ship to a PO Box.

US Express Mail: \$19.95 and \$2.00 for each additional item.

The same postage fees apply for an exchange as did for the original purchase.

Please mail all packages to: Dog.Dog.Cat., Attn: Return/Exchange, 4000 Lake Tahoe Blvd. C-17, South Lake Tahoe, CA 96150