

digPETS Return Policy –

Most items sold by digPETS may be returned for credit within 20 days from the ship date.

To assure prompt and accurate credit to you on returned merchandise, please follow these steps:

- 1) A “Return Authorization Number” must be obtained by contacting our Customer Service Department. This number will be valid for 30 days.
- 2) A “Return Authorization Number” must be clearly indicated on the outside of each package or the package will be refused.
- 3) Credit will be given on errors that are clearly a digPETS error provided returns are requested within 20 days from receipt of merchandise.
- 4) Returns on merchandise other than a digPETS error, will be assessed **a restocking fee of \$4.95 per item or 15% - whichever is greater.** digPETS has no obligation to authorize a return requested after two weeks have passed from the receipt of retail dealer merchandise.
- 5) digPETS will have no obligation to provide credit for returns unless the merchandise is in the original carton in original condition (including: packaging, manuals, warranties, accessories, security seals, etc.). **We cannot accept returns with retail price tags.**
- 6) The original vendor box should be packed in a heavier shipping box with proper packing material to protect the merchandise. We suggest all returns be sent by traceable carrier. You must pay all costs related to return shipping.
- 7) Returns will not be accepted freight collect or C.O.D., nor does digPETS have an obligation to reimburse shipping pick-up charges.
- 8) Defective merchandise should be returned directly to the manufacturer and digPETS will have no obligation to provide credit for defective merchandise.

We cannot accept returns of certain items, including:

- Factory closeouts, special orders, food/treats and other products, as noted on product sales literature.
- No partial case pack items will be accepted. If you return a case pack item, it must be returned in the original shipping pack with all individual items unopened.