



PupGear Pet Products guarantees doggydocks® 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.

Return Policy

1. **doggydocks®** Products must be returned in unused condition, in the Original Carton or Packaging, within 10 days of receipt of delivery.
2. *Once doggydocks have been placed in the water or mounted even temporarily the product is considered used.*
3. doggydocks not installed as per our written instructions, improper installation of mounting hardware will void the warranty. Misuse of the doggydocks ramp or use for anything other than the intended advertised use, will void the warranty.

Refunds and Cancellations

Orders Cancelled after 24 hours are subject to a 15% Cancellation Fee to cover administrative costs and charges for credit card processing for the sale as well as issuing the refund to your credit card.

There is a 20% restocking fee to the costs associated with the following.

- Inspection of the product including each individual component.
- Costs include boxes, strapping, repackaging, and restocking of merchandise.
- Before returning an item, the customer must request a return authorization.
- Products returned without authorization will be refused.

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 by sending an email to sales@pupgearpeproducts.com

Warranties and Return Policy Exceptions

1. **doggydocks®** *that have been placed in the water or mounted even temporarily are considered used.*
2. **doggydocks®** Not installed as per our written instructions i.e. improper installation, will void the warranty. Misuse of the doggydocks ramp or use for anything other than the intended advertised use, will void the warranty.
3. Chlorine Swimming Pools and Filtration Systems like Salt Chlorine Generators, Ozone, and Ion Filtration systems are highly corrosive, break down silicone, ABS, Polycarbonates, Plastics Latex, Nylon, Polyester, and Adhesives Material, and have a 90-day warranty.

Shipping Costs

Other than conditions covered under the warranty, shipping costs are the responsibility of the customer unless an inspection deems the product defective.

Customer Satisfaction

When using a doggydocks® on a boat, floating dock or swimming pool, there is virtually no condition that doggydocks® cannot adapt too.

Regardless of the issue, there are easy solutions. Please let us help.

Customer Service sales@pupgearpetproducts.com 1.844.781.7877