

DOGSWELL Online Refund Policy

At Dogswell, we stand behind our products 100%. If you are not satisfied with your purchase, we will gladly work with you to return or exchange your items. Please give us a call and have your order number ready so that we may easily locate your account in our system.

If you are not satisfied with your order and the product has not been opened:

You may return any unopened items within 60 days of the purchase for a full refund for the cost of the product, minus a \$5 restocking fee, in the form of your original payment, costs. Simply give us a call to let us know that you will be returning the product and we will provide you with a return authorization number. You're account will be credited when we receive the item in the mail.

If you are not satisfied with your order and the product has been opened:

If you are dissatisfied with the item you purchased, let us know and we will be happy to exchange the opened item within 30 days of your purchase for something else. Simply send the product back to us and upon our receipt of the item we will send you the new product. Please note that shipping costs are not included when calculating the exchange.

If your order is incorrect or damaged

If you receive your shipment and it is not what you ordered, or if the items are damaged or spoiled, we will send you a replacement overnight at our expense. We might ask for a picture of any damage or issue a call tag for the product to be returned. Your help is always appreciated.

All returns do require an authorization number to be processed. You can reach us Monday thru Friday, 8am to 6pm Pacific Standard Time at 1-888-559-8833 or email customerservice@dogswell.com.

Please allow 3-5 business days from receipt of the merchandise for your return to be processed. Please allow up to 10 business days for your account balance to reflect the refund.