

Returning your online purchase

If you aren't satisfied with your online purchase, you can return the product for the purchase price (minus the shipping, handling, gift wrap, and other charges). Product must be in its original packaging.

By Mail

Pack items safely and securely for shipping and include the packing slip (and make a copy for your records). Affix the RETURN shipping label provided and send the package via a traceable and insurable method.

Please note: Exchanges are not available by mail. All shipping charges must be paid by the customer. COD deliveries will be returned to the customer. If a product was shipped in error, we will refund shipping charges and pay for return shipping.

Receipts are valid for 30 days from date of purchase

Credit card purchases will be credited to the original card used.

Payment Options

We use PayPal for all transactions. You are not required to have a PayPal account in order to use a credit card through PayPal. For more information on PayPal [Click Here](#).

Got questions? Email us at service@petsway.com