

## Paws Aboard Return Information

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Paws Aboard offers a variety of products for you and your pet, all at the lowest possible pricing. Our goal is the complete satisfaction of our customers. We hope that all of our customers are satisfied with their purchase. However, if the rare situation occurs where you are not satisfied, or decide you do not want the product you ordered, then we invite you to return your products to us.

### Return Policy and Return Instructions

- All returns **must have Return Authorization Number (RAN) on the packing label** for the package to be accepted. Packages without a RAN will be refused.
- **To obtain a Return Authorization Number, please call our office at 877-987-7297** during business hours: Monday through Friday – 9am to 5pm (Eastern).
- **Returns must be requested within 30 days of the invoice date** (No Exceptions).
- Returned items must be in **new condition, in factory sealed original packaging and include any manuals, and all accessories** provided.

To receive a credit, the items you return must have been purchased directly from Paws Aboard. **A 20% restocking fee and the cost we paid to ship the product to you will be deducted from the credit total.** If your product is damaged, refer to the warranty provided, or call or email our office for the manufacturers warranty repair information.

- Partial returns and/or damages will not receive a full credit. Items damaged through “wear and tear” or due to shipping damage will receive a partial or no credit at the discretion on Paws Aboard.
- It is the customer’s responsibility to make sure the packaging will not allow product damage in shipping. You should insure the shipment for loss or shipping damage that is out of your control.

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You must have your RAN on the outside shipping label. **No packages are accepted without the Return Authorization Number clearly printed on the shipping label.**