



12 MONTHS EXTENDED WARRANTY

FAQS



WHAT IS IT?

Extended peace of mind! We extend cover for your NibblelyPet Feeder for 14months (2months manufacturer's guarantee + 12 months warranty) upon delivery.

We guarantee support and if needed, a **complete replacement** to your door at no extra cost to you!



WHAT IF I DON'T PURCHASE EXTENDED WARRANTY?

All of our customers are automatically eligible for a 60day manufacturer's guarantee. If you find any manufacturing defects at all within 60 days of purchasing, we will replace the item for you at no extra cost to you. YAY!



WHEN DOES IT TAKE EFFECT?

Should you purchase the 12 months extended warranty, this is valid from when your 60 day Manufacturer's guarantee has expired. AKA 60 days after delivery!



CAN I BUY IT LATER?

Extended warranty must be purchased **within 30 days of your purchase** to apply to a previous feeder ordered from NibblelyPets.



CAN I PURCHASE X2 FOR ONE PRODUCT?

Currently, our extended warranty is only available for 12 months max per feeder.



DOES IT COVER ALL MY NIBBLEYPETS PURCHASES?

The extended warranty applies to one product, if you would like to cover two feeders, 2 extended warranties must be purchased and so forth.

The extended warranty applies only to **Nibblely Feeders**. It refers to the base, neck and face of the feeder.

Bowls and silicone strips are not included. These will be available to purchase separately on our website soon.



FAILURES EXCLUDED FROM WARRANTY?

Extended Warranty will not apply to any **Product or Component failure** which results from accidents, fire, neglect, abuse, abnormal service or use or from normal "wear and tear" not related to defective material and/or workmanship, or to any failure resulting from improper installation of, improper adjustments to or Purchaser-initiated repairs to any Product or Component or to any failure resulting from the use of materials or parts not approved by Seller with the System.



HOW DOES IT WORK?

If something goes wrong, simply follow the instructions below to make a claim:

Send us an email at hello@nibblelypets.com with the Subject Title: "Warranty Claim"

Attach photos of your product and describe the issue that you're facing
Our team will endeavour to clarify the issue your feeder has.

All warranty claims will be processed within 48 hours and upon approval, we will send out your brand new feeder!

Did you have any questions?
EMAIL US!

hello@nibblelypets.com

