

# SwiftPaws Return Policy Information

We're proud to offer a 30-day money-back guarantee. If you want to return your purchase for any reason, email us at [support@swiftpaws.com](mailto:support@swiftpaws.com) and we promise to help process your return.

If you are experiencing a defective product please refer to our Warranty Information. If you are the original purchaser of the product and you are not satisfied with this product for any reason, you may return it in its original condition within thirty (30) days of the original purchase and receive a refund in accordance with the terms and conditions below:

- The customer is responsible for return shipping. Shipping costs cannot be refunded.
- A Return Merchandise Authorization (RMA) Number must accompany all returns; this number can be obtained by contacting SwiftPaws at [support@swiftpaws.com](mailto:support@swiftpaws.com).
- SwiftPaws will not accept any returns in which:
  - the product was misused, or
  - the product was not purchased from an authorized seller
- Returns will be processed under one of the following conditions:
  - Unused, Original Condition
    - Customer will receive a refund of the original purchase price paid
  - Used, Original Condition
    - Customer will receive a refund of the original purchase price paid
  - Not in Original Condition (Product damaged, parts missing, etc.)
    - Customer will be contacted with options for proceeding

Non---defective products returned need to be packaged appropriately for safe shipment with shipping charges prepaid. It is recommended that they be sent by a method that provides for shipment tracking. SwiftPaws is not responsible for loss or damage during shipment to SwiftPaws. SwiftPaws may refuse to provide an exchange or refund for any product that is not in its original condition. If SwiftPaws refuses to provide an exchange or refund on a product due to poor condition of the product, the customer can request SwiftPaws ship the product back to them (shipping paid for by the customer).