



## **Lakeside Products Return Policy**

All products are eligible for return up to 30 days from the date of the original sales receipt/invoice. We will NOT accept returns after 30 days. This does not apply to warranty replacement/repairs – see warranty policy.

For a full and complete refund, all items must be returned in the original packaging and must meet the following criteria:

- Un-used, un-installed, un-washed, resalable condition
- Free of animal hair, excrement, stains or odors
- Contain all the original parts and documentation.
- Any item over \$100 is required to be shipped fully insured and signature required.

Items not meeting the above requirements are subject to refusal or a reduced refund amount based solely upon Lakeside's inspection and discretion.

Items washed, soiled or contaminated are not resalable and not sanitary and will be disposed of and not be eligible for a refund. Lakeside Products will not clean or sanitize returned items.

***Return shipping fees are the responsibility of the customer.*** Refunds are for the value of the product less the less the original cost of shipping. If an item is shipped with "Free Shipping" and it is returned, the buyer will be charged the original cost to ship the item(s) and that amount will be deducted from any refund.

Items that arrive damaged or are shipped incorrectly will be handled on a case-by-case basis with no restocking charges. All damaged or incorrectly shipped orders must be identified and communicated within 14 days of original sales receipt/invoice.

The following product specific provisions apply regarding restocking charges.

### **Magnadors, Magnador Parts, MagnaFlap doors**

- Restocking charges up to the value of replacement for missing parts and pieces.

### **Lennypads, Vet Bedding, MagnaBox Whelping Boxes, Grooming Tubs, Cage Banks**

- Restocking charges equal to 20% of the order value for handling and re-packaging

Any third-party products are subject to the specific return policies of the respective manufacturer.

### **Return Process**

Call or email for a Return Authorization and RMA number. RMA number must be issued within 30 days of original invoice/sales receipt. Return item must be received within 30 days of issuance of the RMA number. Items returned without an RMA # will be refused and/or no refund given.

Upon satisfactory inspection, refunds will be issued less applicable charges to the same payment method used for purchase. Refund process may take up to 15 days to process.



**PET PRO SUPPLY CO.**

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## **Lakeside Products Warranty**

Lakeside Products warrants to the original purchaser this product to be free of defects in materials and workmanship for a period of one year (specific product exclusions note below) from the date of purchase (proof of purchase required). Specific exclusions from this warranty include damage caused by accident, improper use or abuse, including damage caused by pets. Lakeside Product's maximum liability on any claim shall be no greater than the original purchase price of the product. Under no circumstances shall Lakeside Products be responsible for consequential damage resulting from the use or miss-use of this product. For warranty claims, please return defective product, including PROOF of PURCHASE DATE, freight prepaid, to Lakeside Products for replacement. Purchaser is responsible for return shipping and handling charges. This warranty is the only warranty made by Lakeside Products and replaces any and all previous warranties. See Lakeside Products website for all current warranties, terms and conditions.

### **Specific Product Exclusions:**

- Lennypads and Vet Bedding have a 30-day warranty.