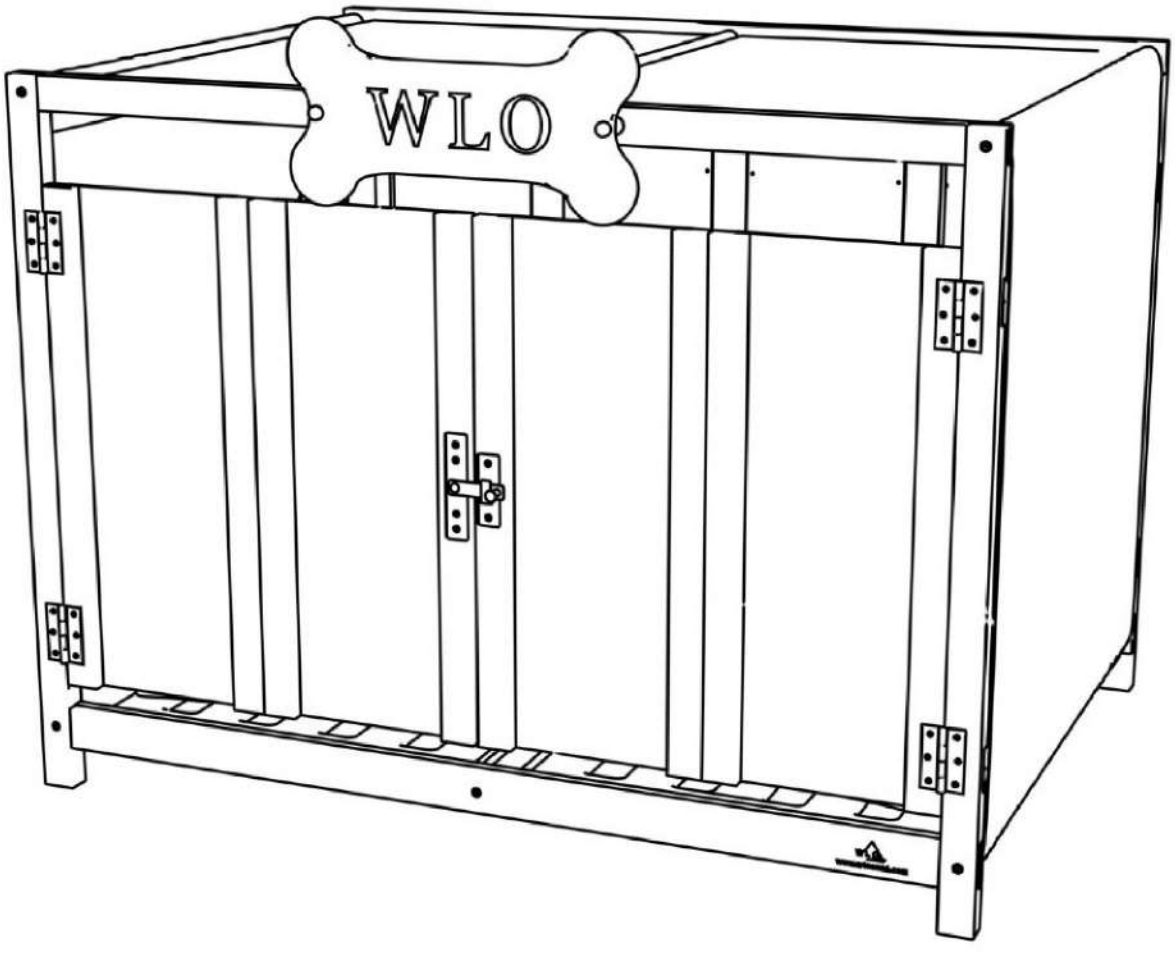
Pueblo Solid Spruce Elevated Dog House

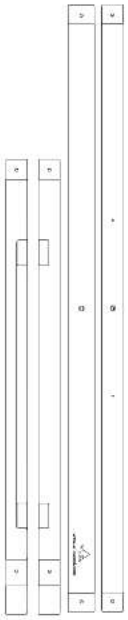


Instruction Manual

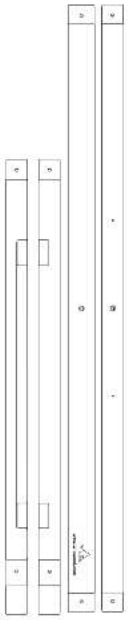
Size 2 - 3 - 4

ELEVATED SPRUCE SERIES
BOX CONTENTS
PUEBLO SIZE 2-3-4

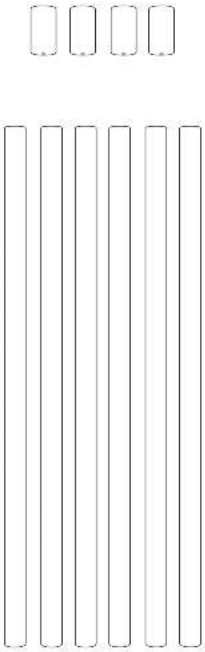
x1 Cushion & Cover
x2 Side Tent



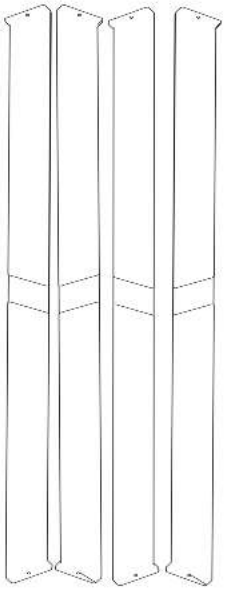
x4 Wood Back Frame



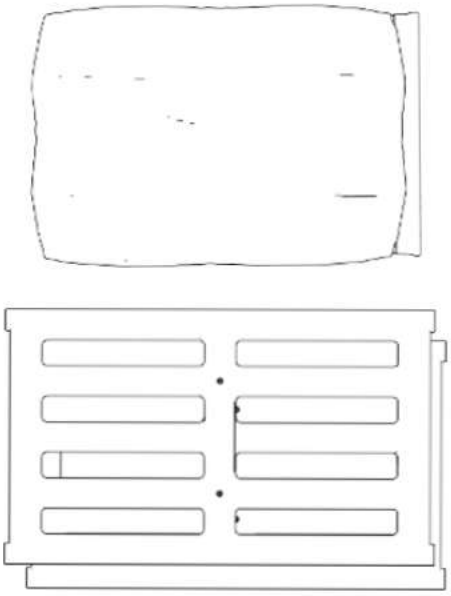
x4 Wood Front Frame



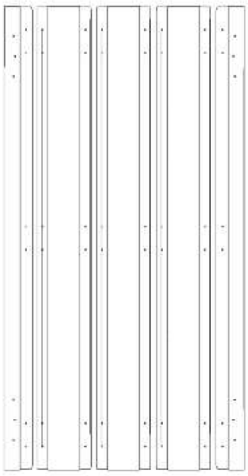
x6 Wood Rod
x4 Wood Leg



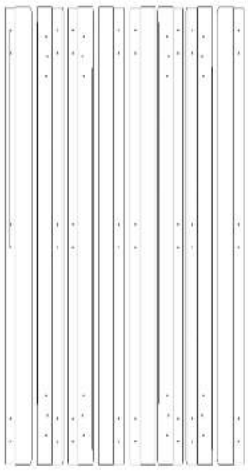
x4 Side Cross Wood



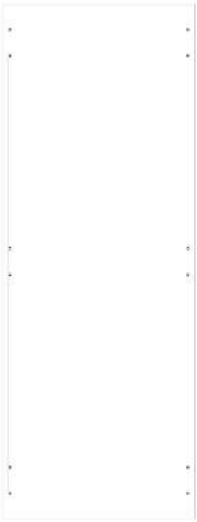
x2 Top Wood
x2 Bottom Wood



x5 Wood Back Panel Frame

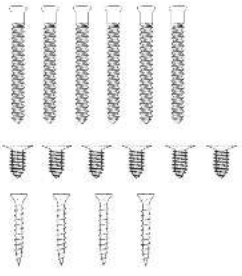


x8 Wood Door Frame

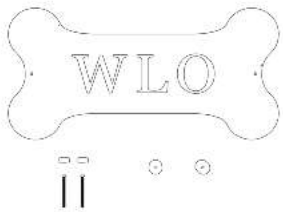


x8 Acrylic Glass

Screws



x16 W600
x144 W160
x8 W300

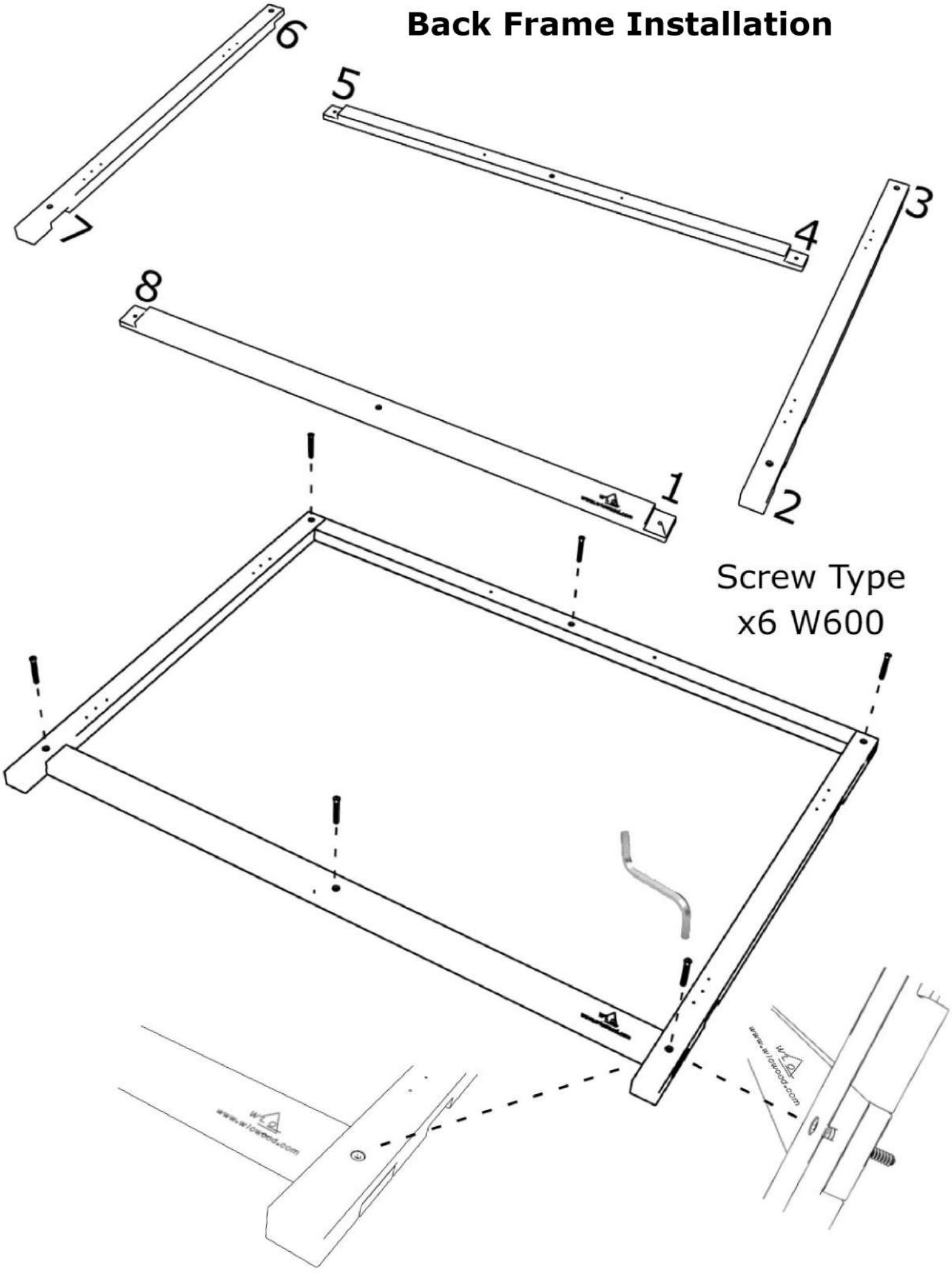


x1 Name Tag & Set

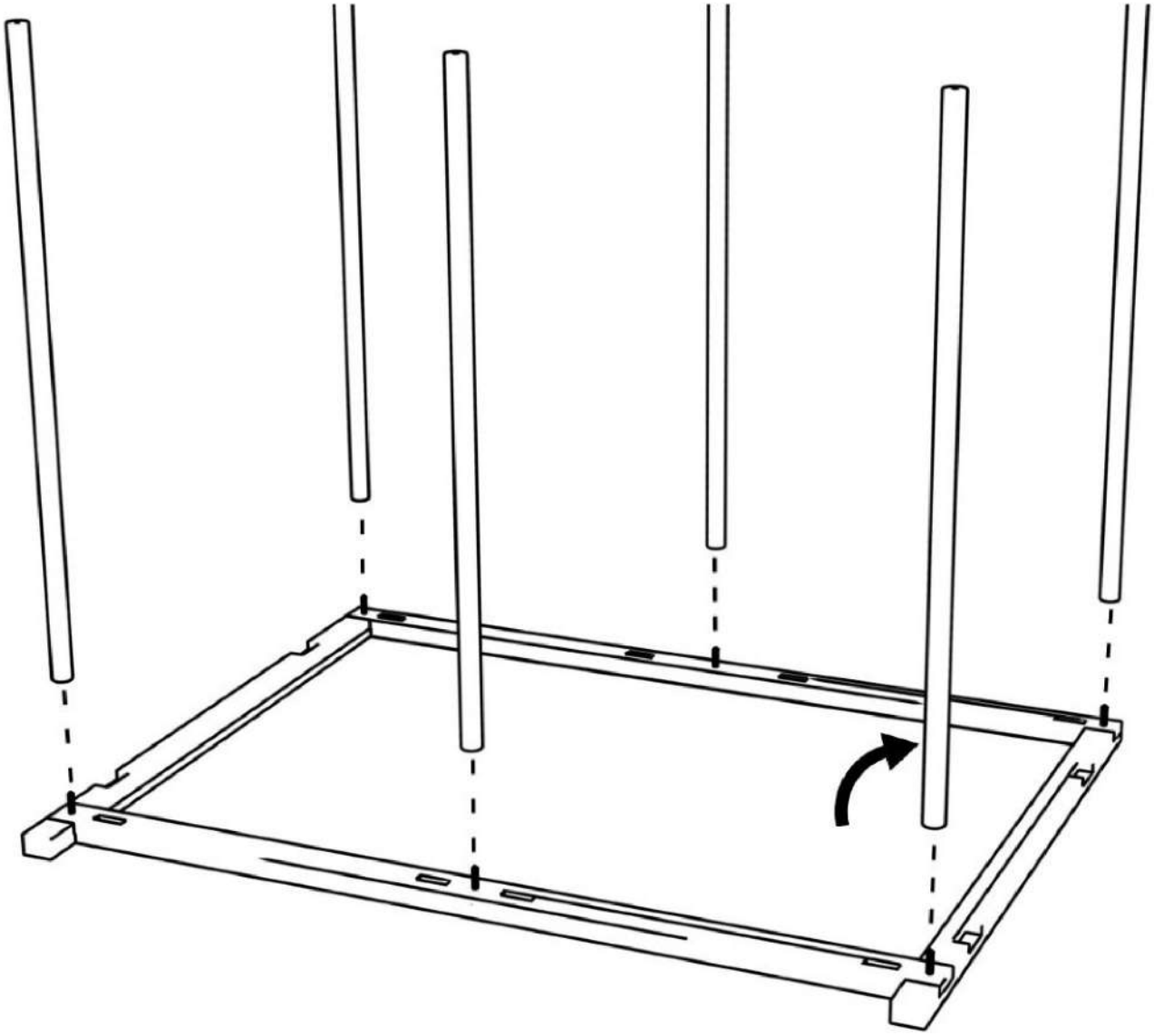
x12 Hinges

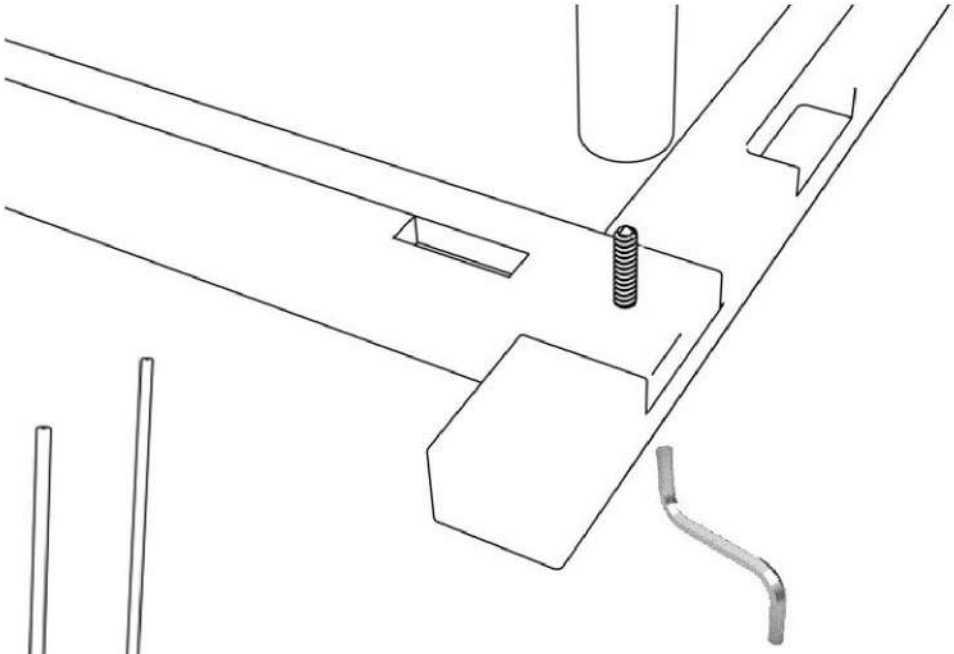
x1 Locker

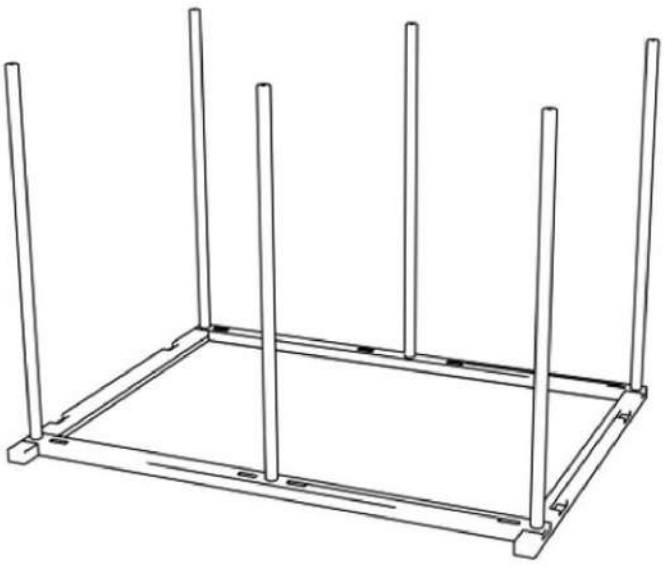
Back Frame Installation



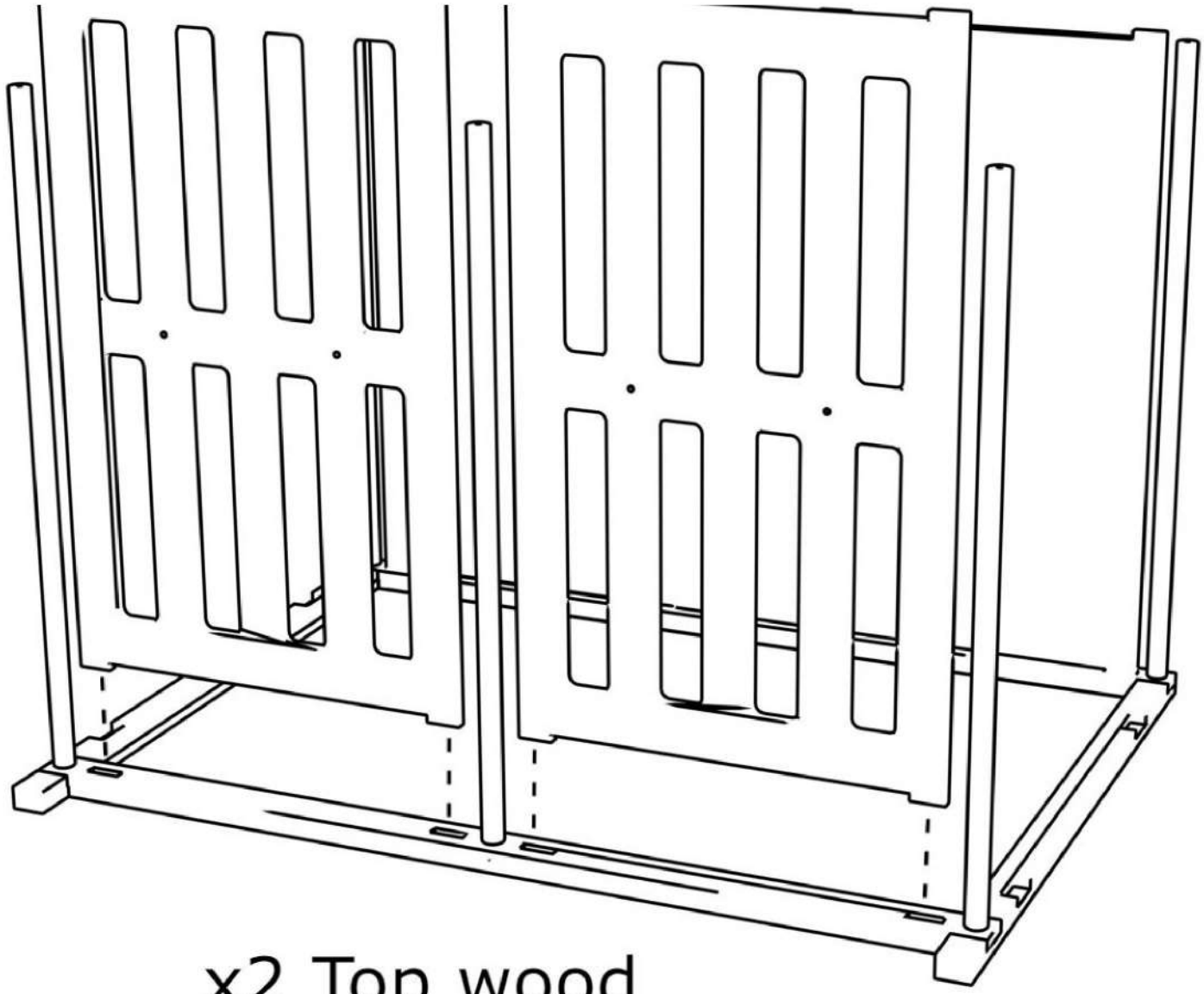
Wooden Rods Installation



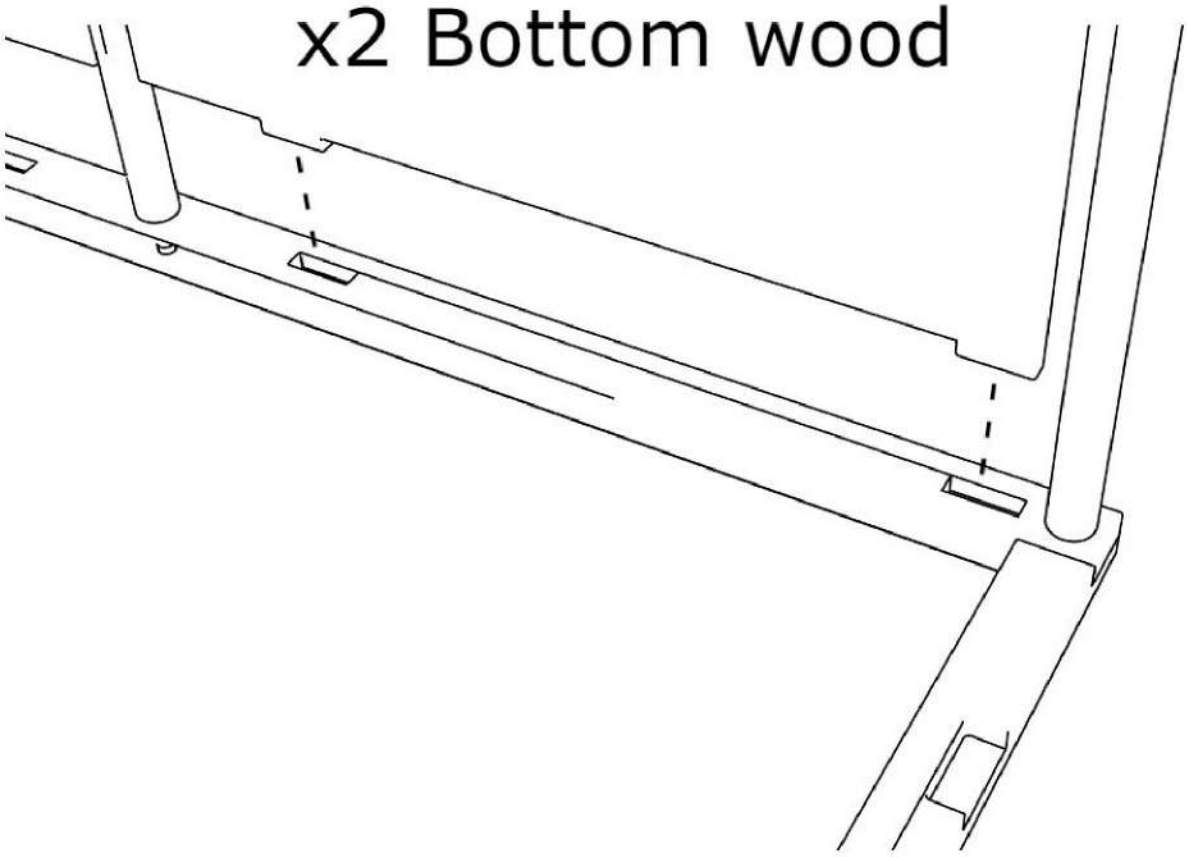




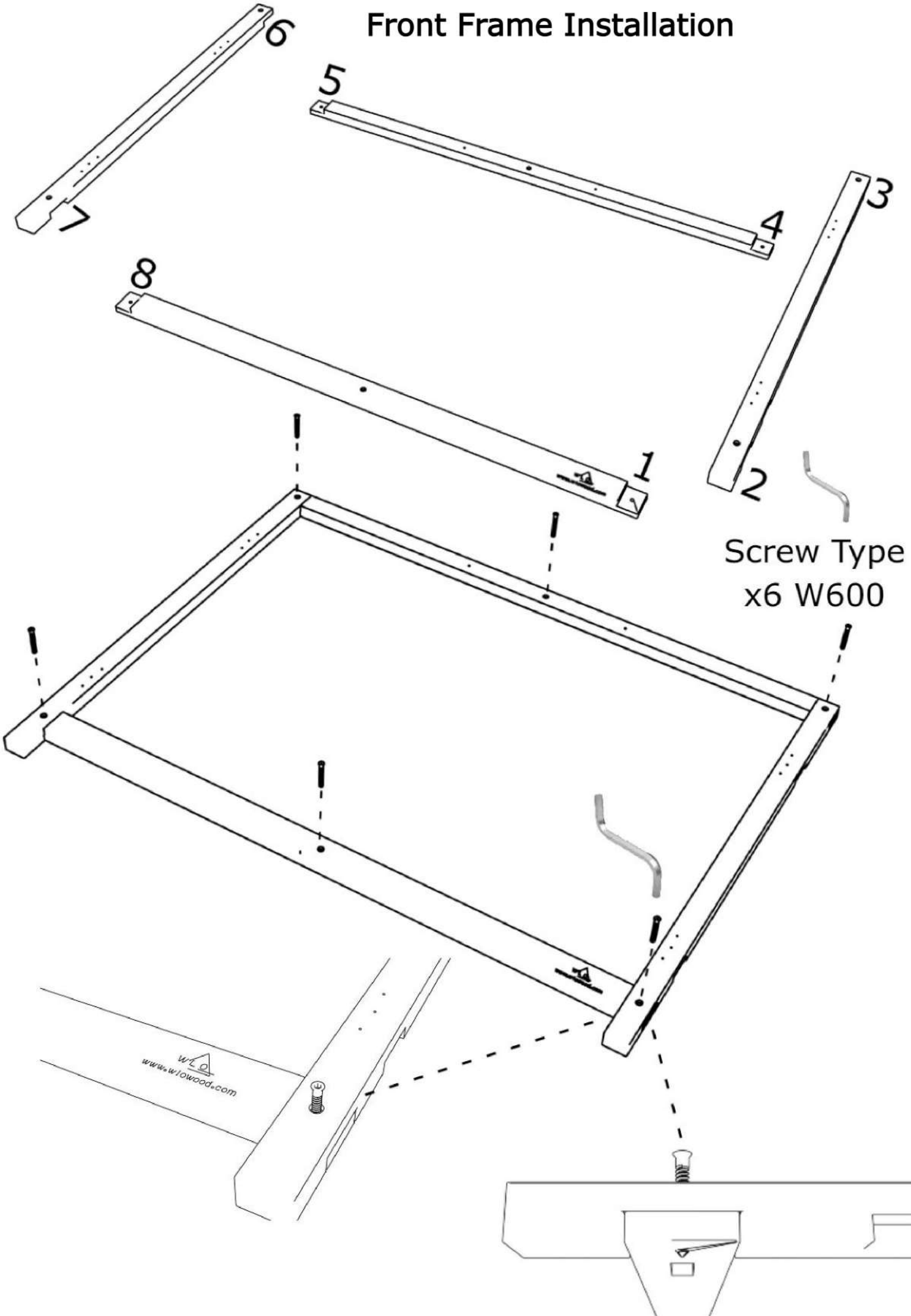
Top & Bottom Woods Installation

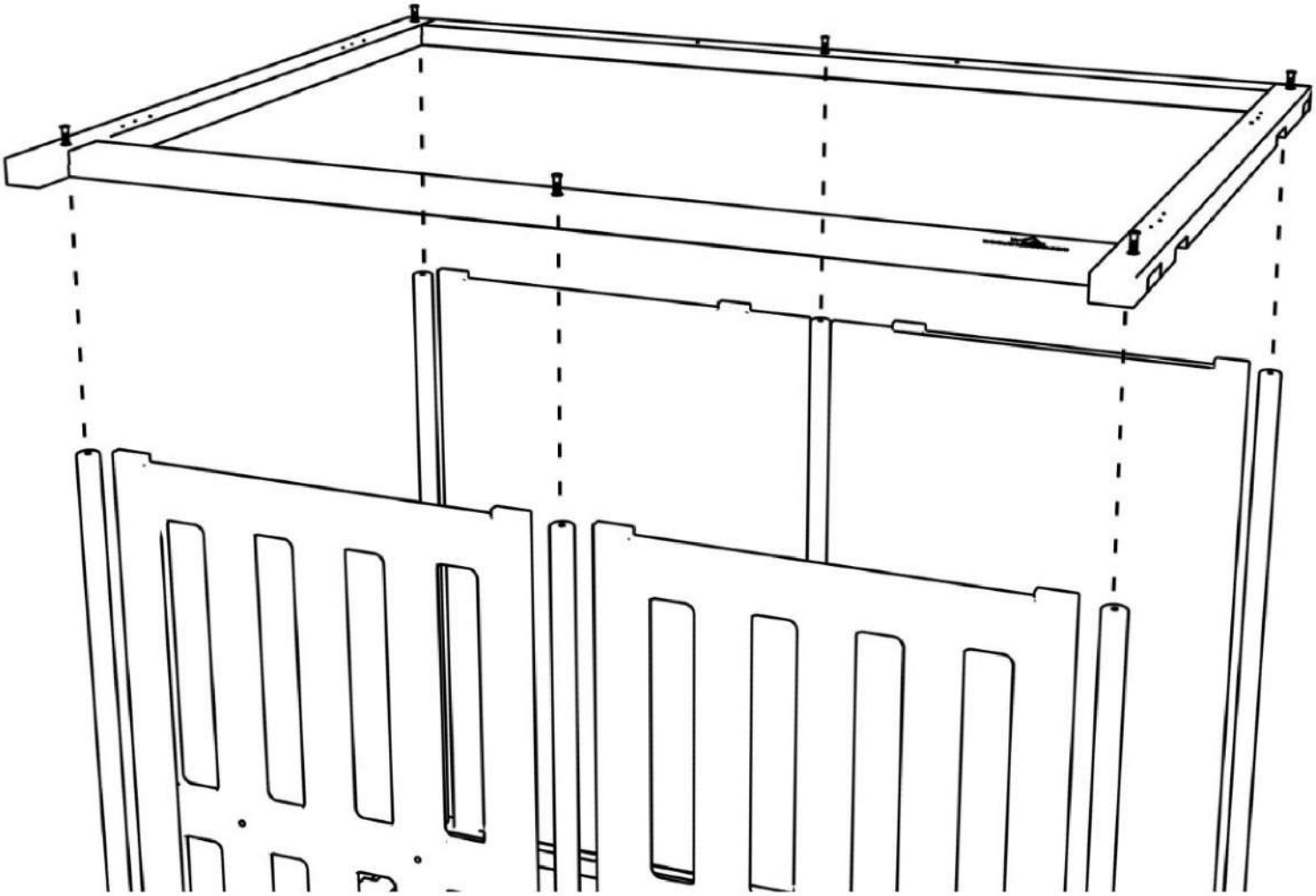


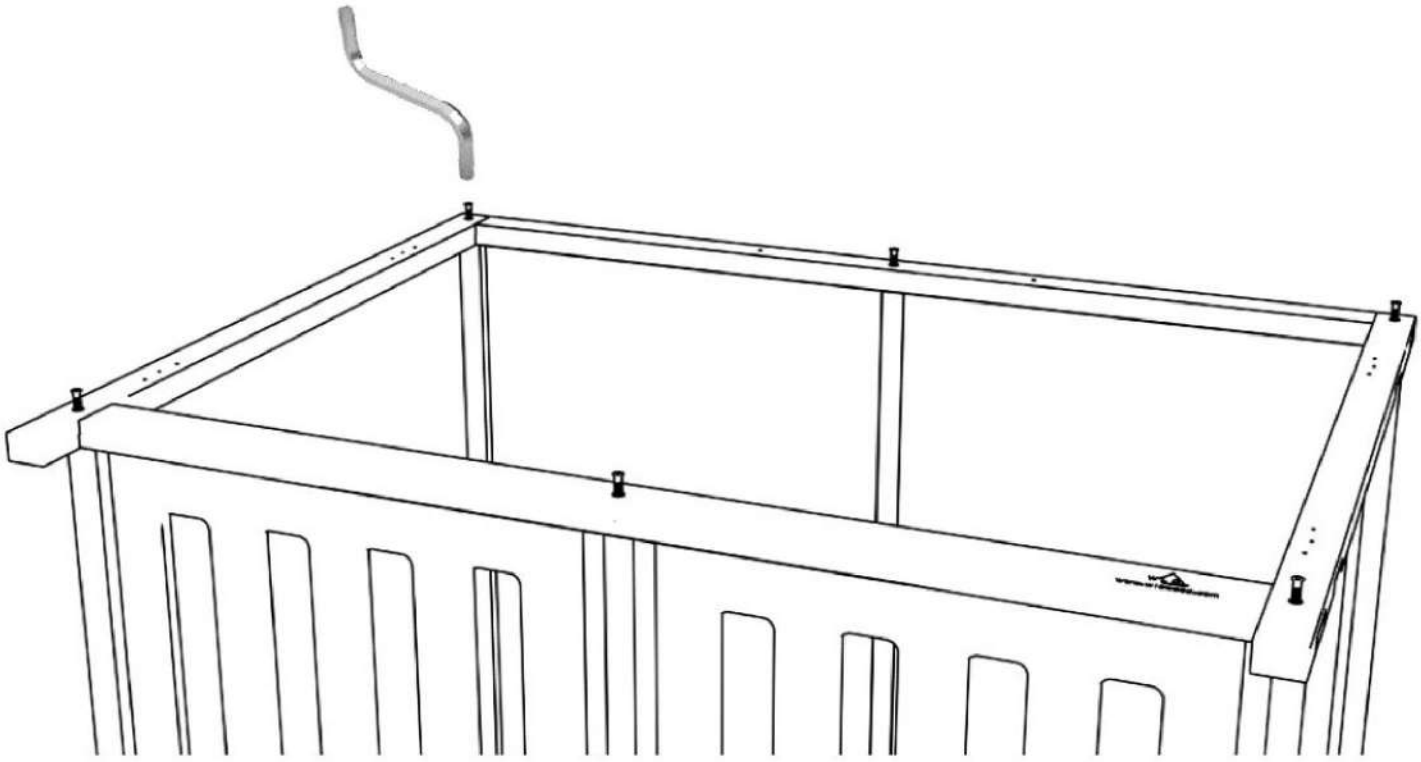
x2 Top wood
x2 Bottom wood



Front Frame Installation

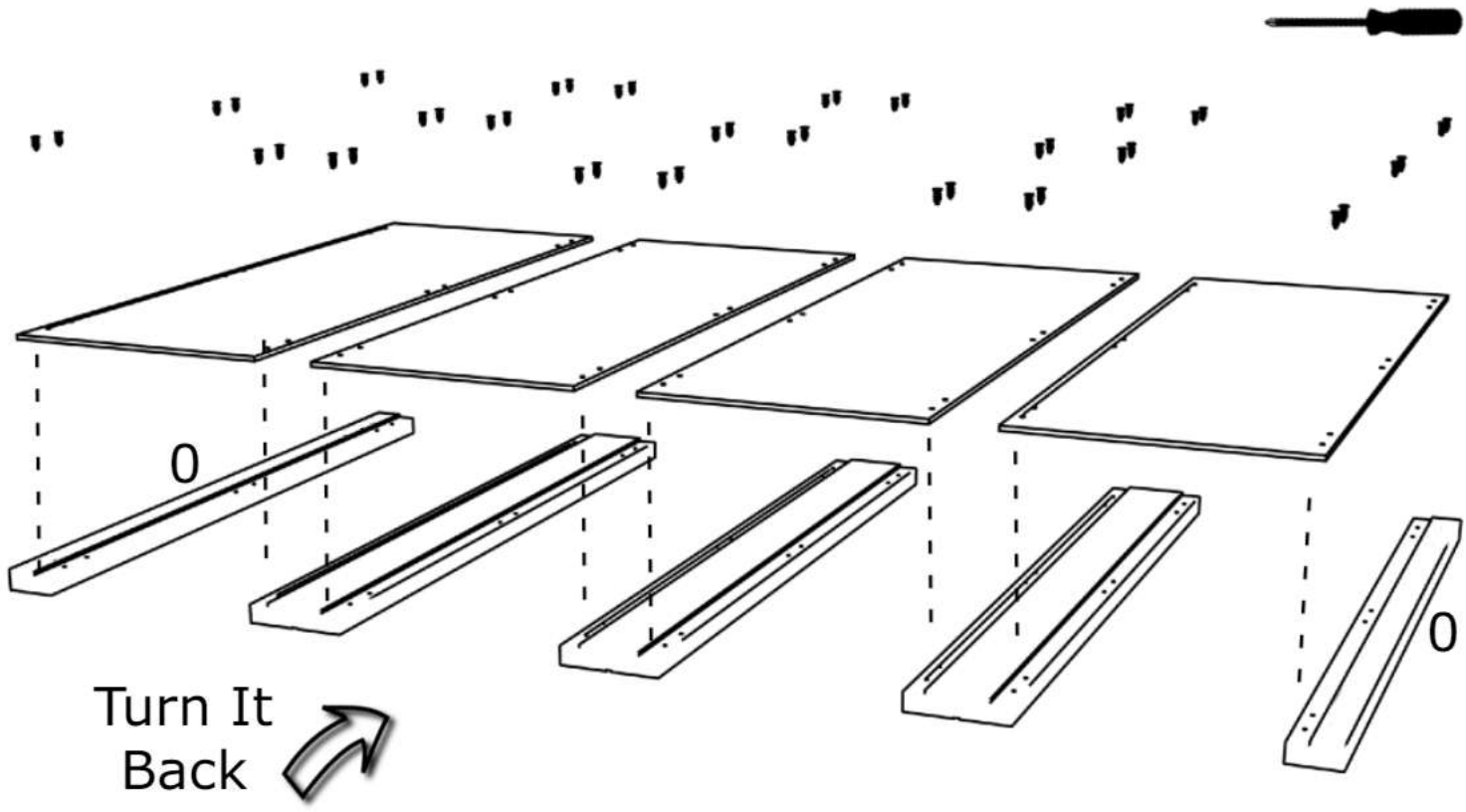






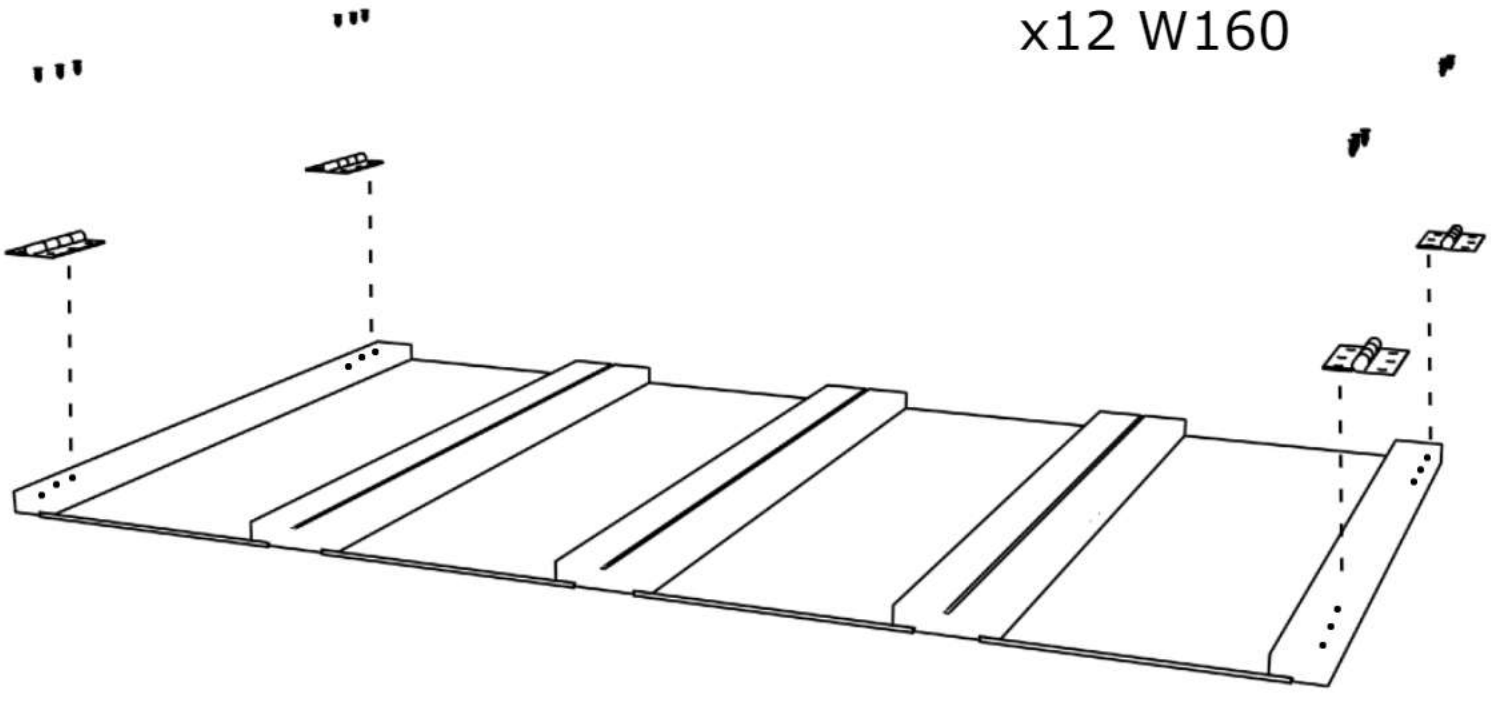
Back Panel Installation

Screw Type
x32 W160 Size 2-3-4



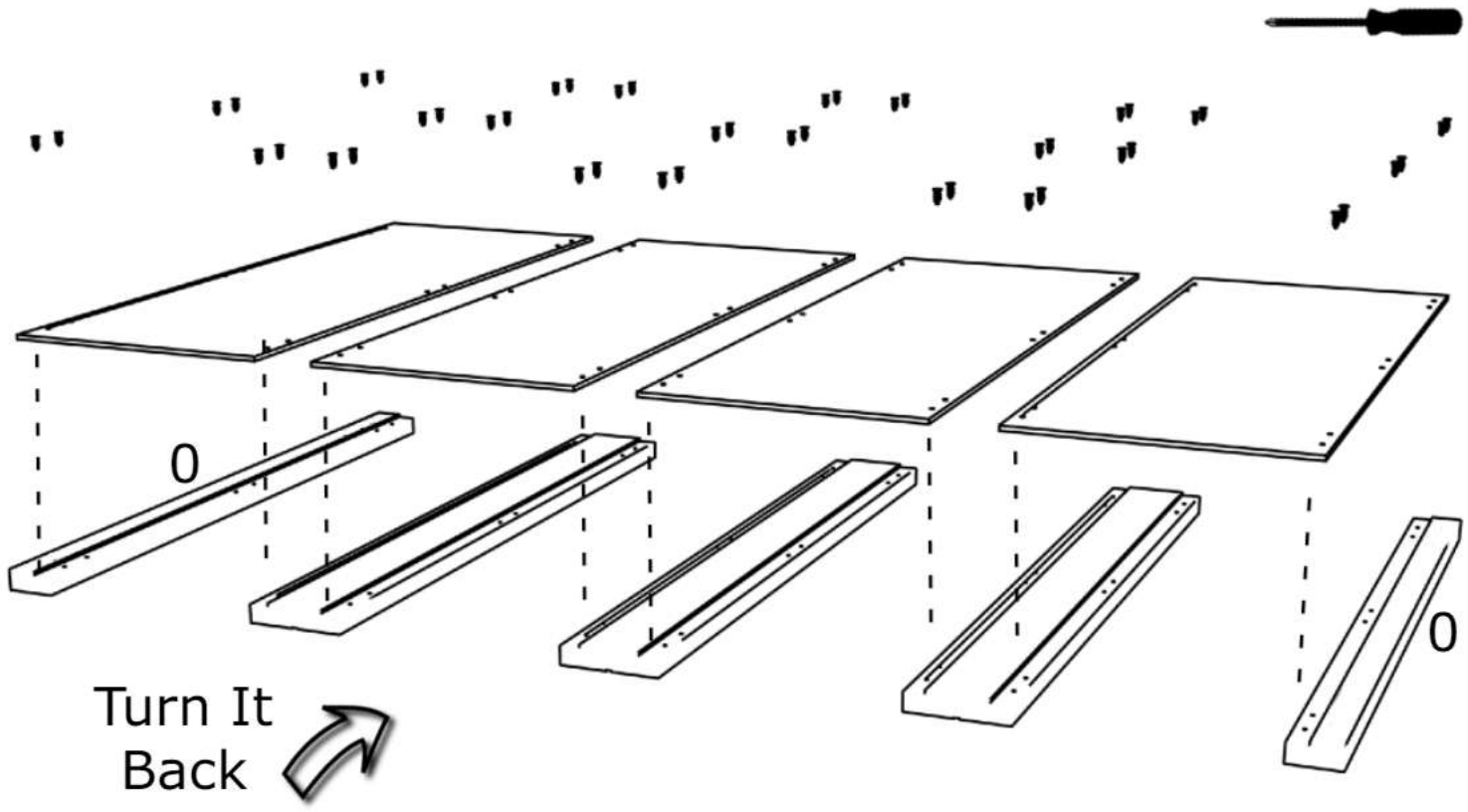
Hinges Installation

Screw Type
x12 W160



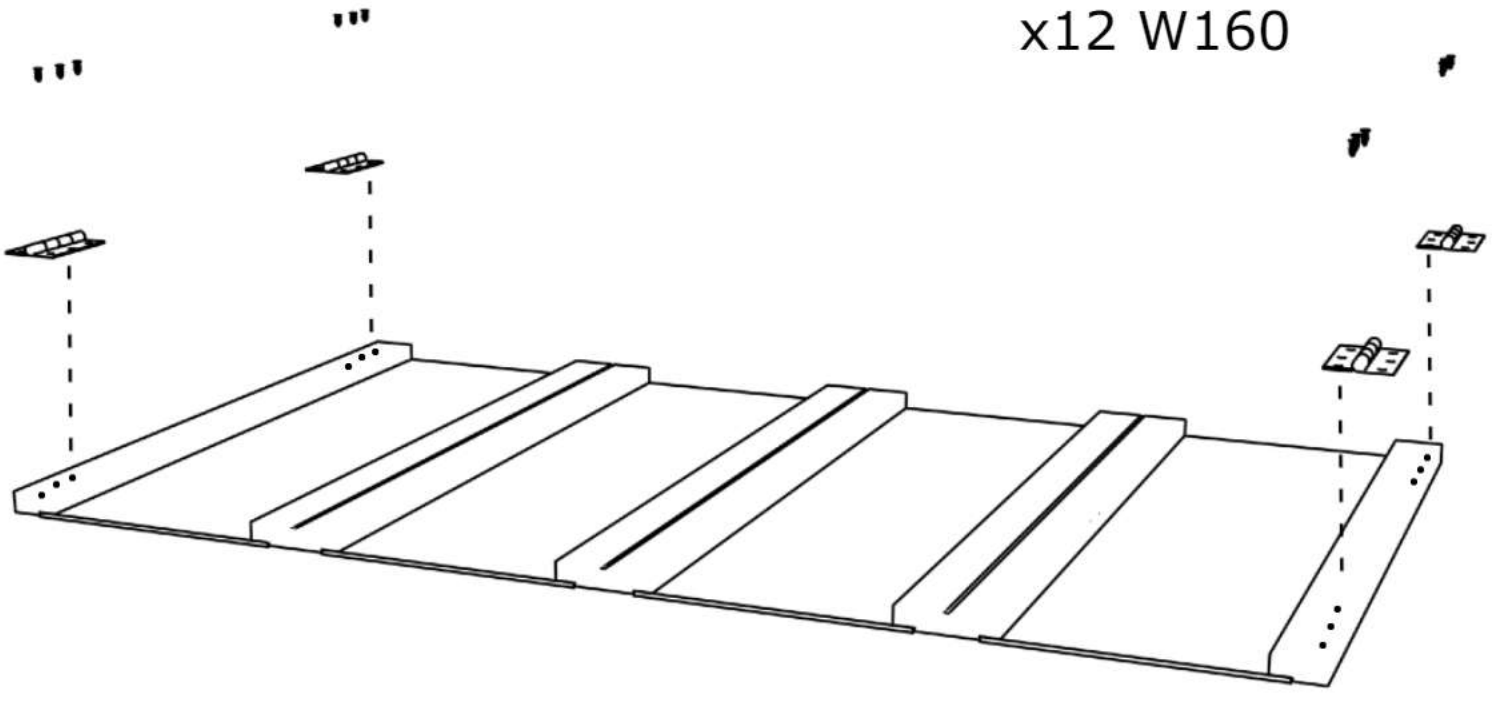
Back Panel Installation

Screw Type
x32 W160 Size 2-3-4



Hinges Installation

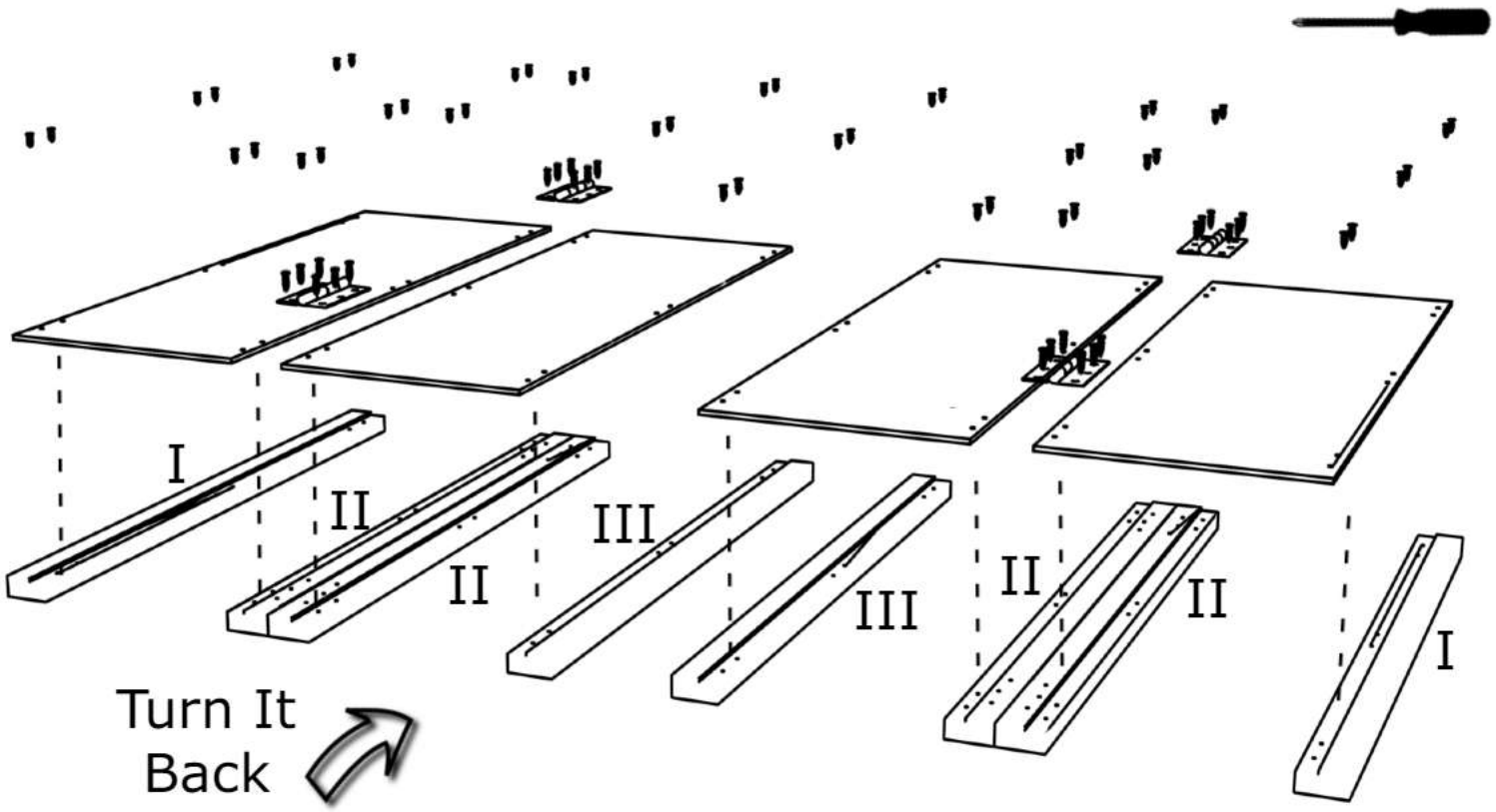
Screw Type
x12 W160



Door Installation

Screw Type

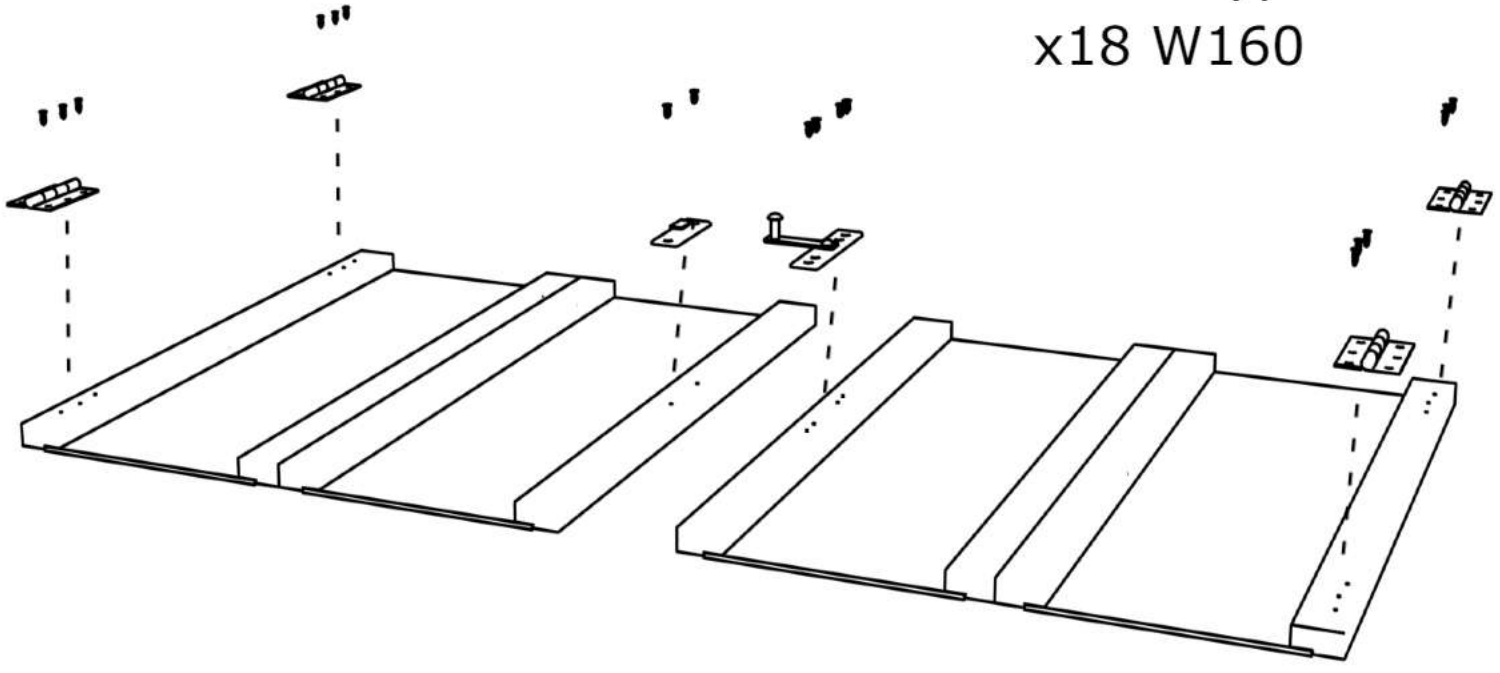
x56 W160 Size 2-3-4



Hardware Installation

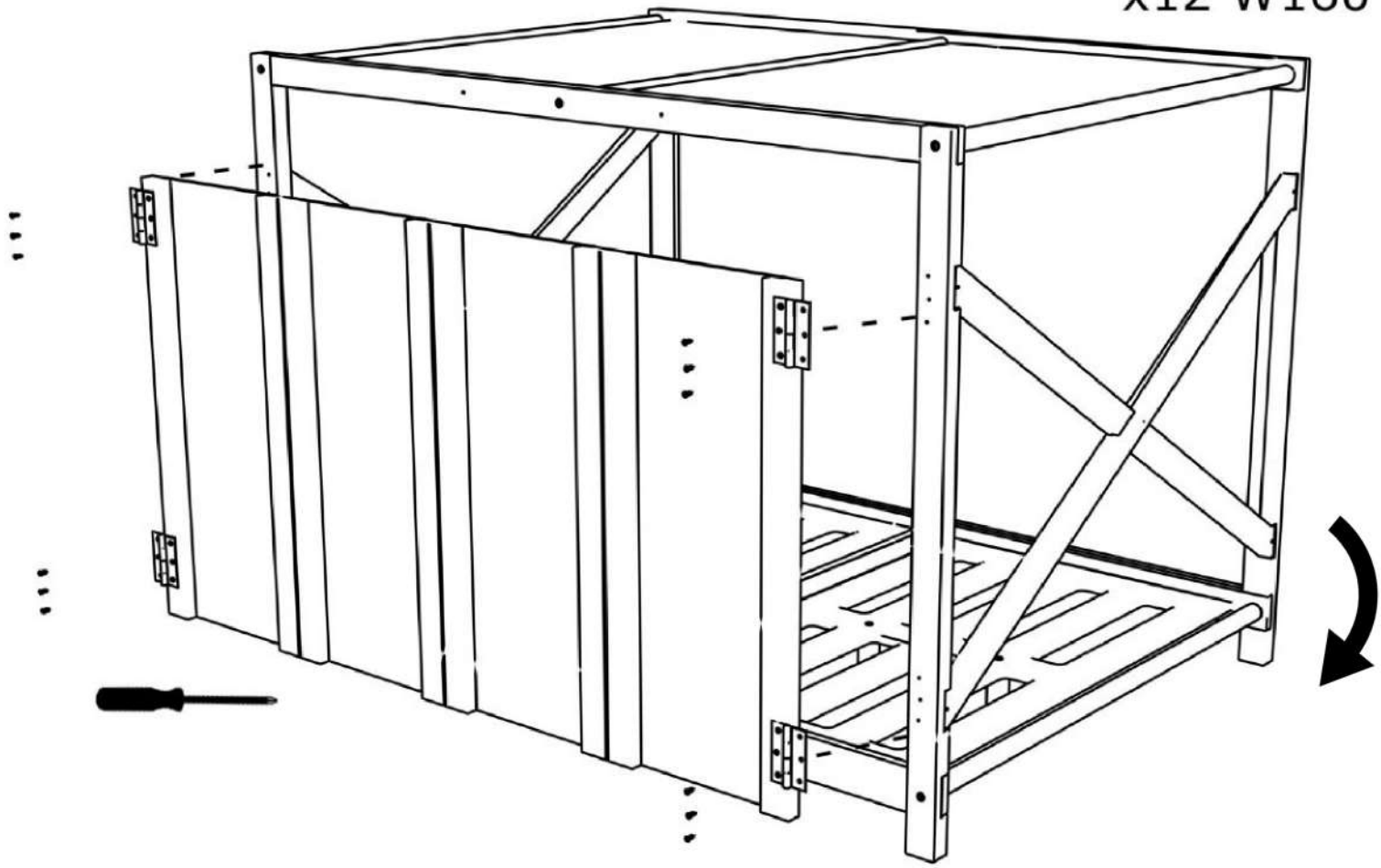
Screw Type

x18 W160



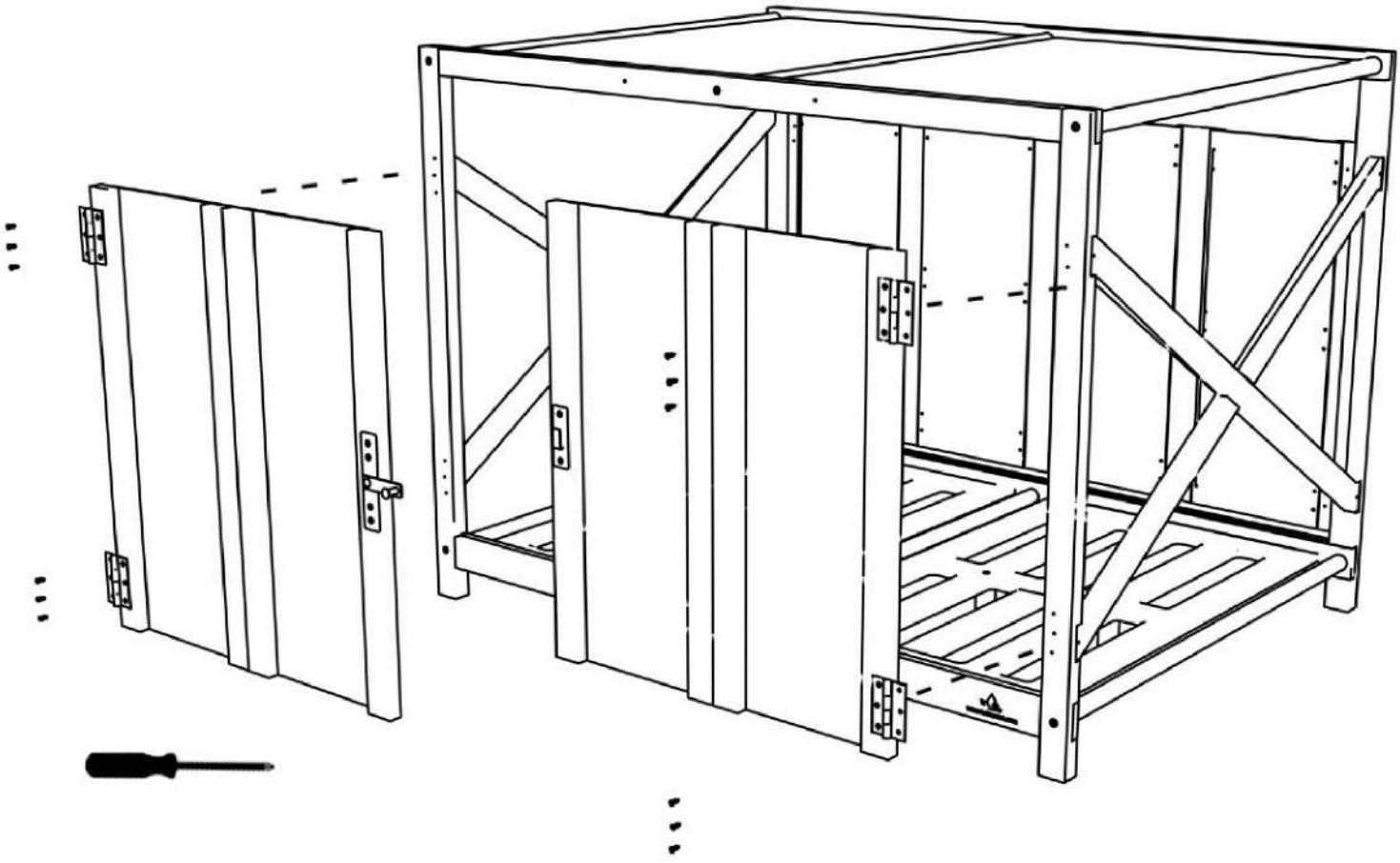
Back Panel Installation

Screw Type
x12 W160

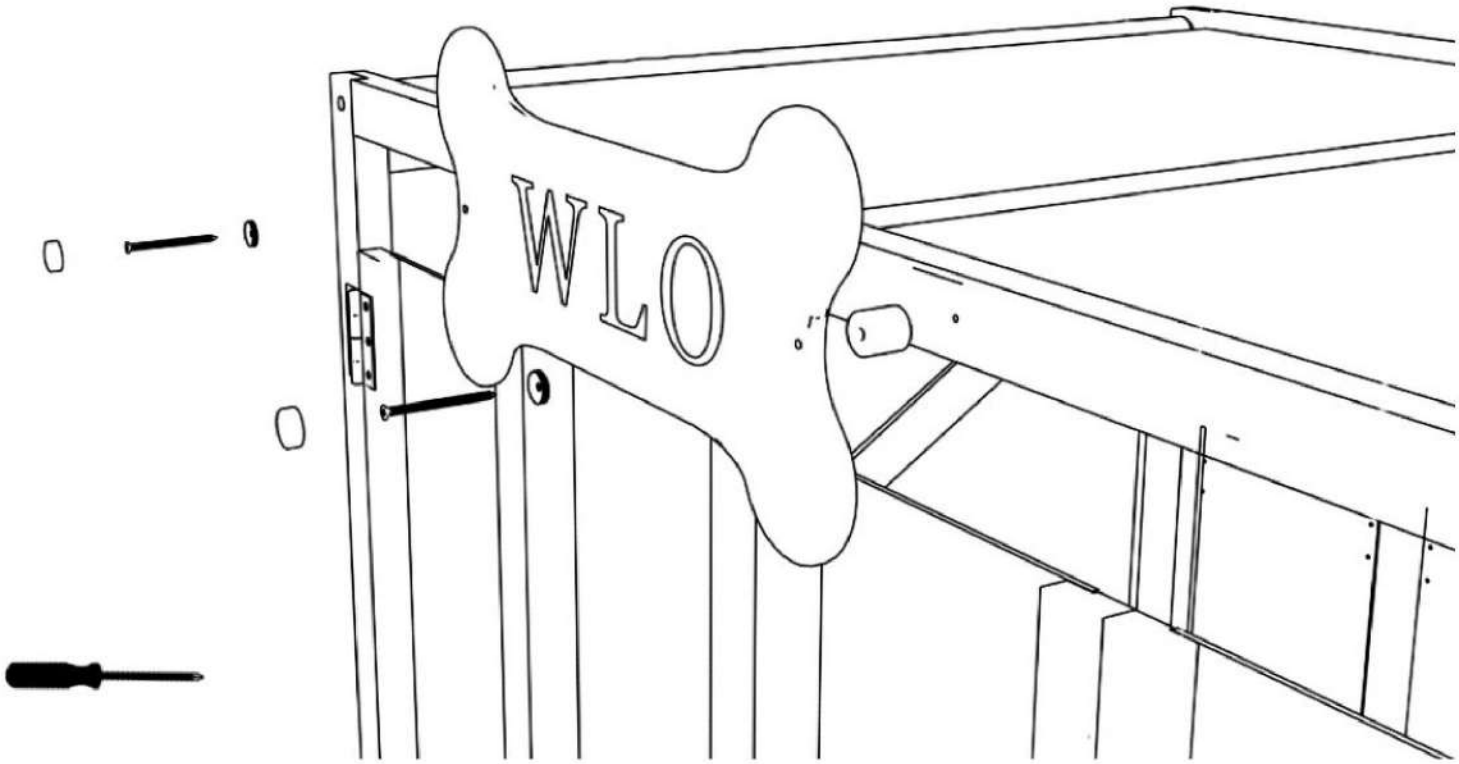


Door Installation

Screw Type
x12 W160



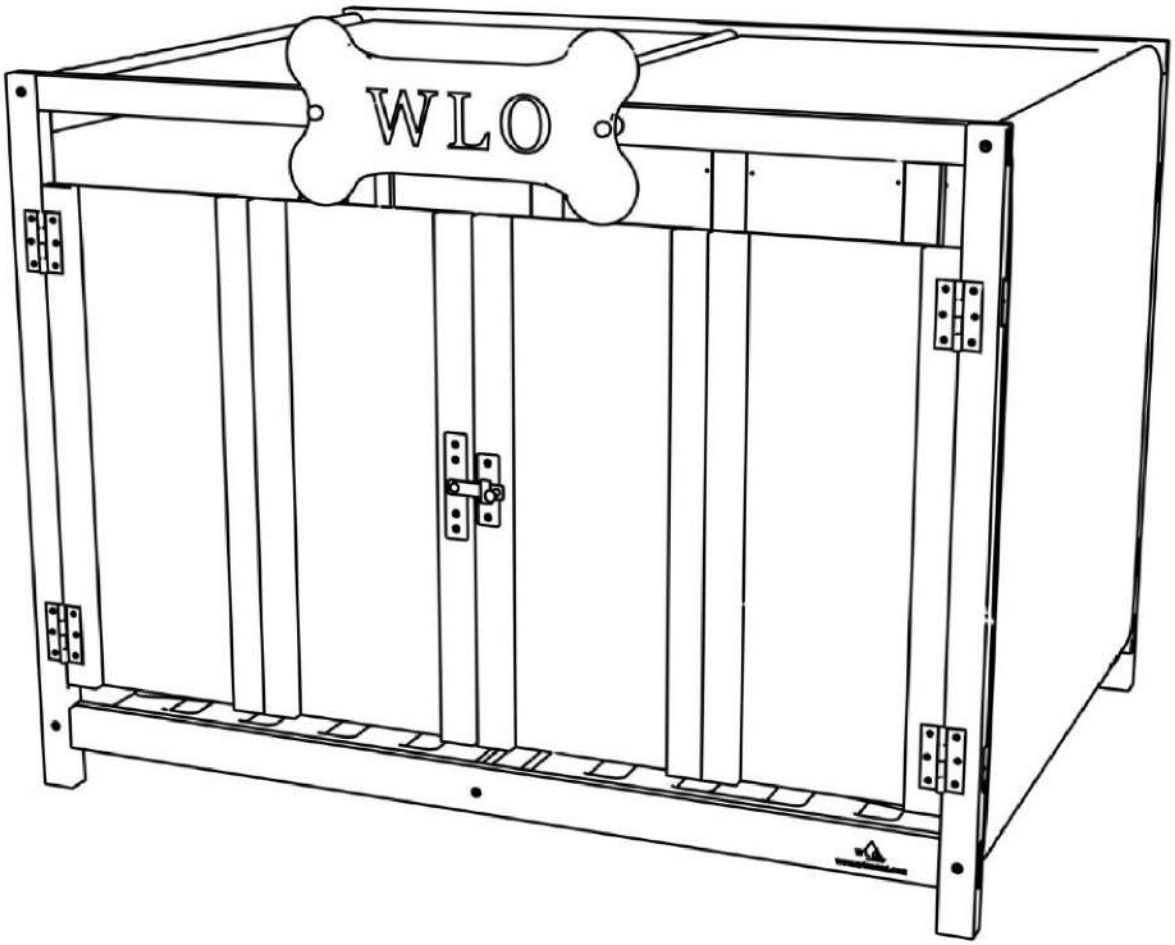
Name Tag Installation



Tent & Cushion Installation

Ironing is recommended before the tent installation

Congrats!
Ready to use.



W L O

★★★★★

Your experiences are the most important for us.
Please do not hesitate to contact us and leave your review.

www.wlowood.com

chewy Etsy amazon.com

SAFETY PRECAUTIONS

INJURY WARNING

Always watch your pets for any attempts to escape from the dog house.

JAM WARNING

Pets can get trapped between the door and the gaps between the wood. This can cause pet injury.

POISON WARNING

Pets may chew on wooden or acrylic parts. This may lead to poisoning.

RISK OF FRACTURE

Pets may break wooden or acrylic parts. This may cause injury to your pet.

SECURITY INFORMATION

Do not lock the dog house door and leave your pets alone for a long time. This may cause negative effects to your pet's psychology.

CARE AND CLEANING INFORMATION

Clean the fabric and wood parts of your product frequently to protect your pet's health.

-If your pet breaks any part of the product, please stop the use of the product and order replacement parts. (www.wlowood.com)
-Always observe your pet.
-Periodically wash the cushion of the product in accordance with the washing instructions.
-Do not sit on the product and do not place any heavy objects or other goods on your product.
-During the installation, you may need assistance or special tools to create force in screwing a brand new wood.

CUSHION & TENT WASHING INSTRUCTIONS

-Wash on light/delicate program with a small amount of detergent.
-We recommend that you use hypoallergenic, dye-free, perfume-free detergent for your pet's safety.
-Do not dry in the dryer or expose to the sun when wet.

Follow us on social media for upcoming products!
We are always here.
Please write a message for any help.
Our customer support team will assist you within 12 hours.

www.instagram.com/wlo_wood/ https://www.facebook.com/wlowoods/

https://www.tiktok.com/@wlo_wood

https://pinterest.com/wlo_wood/

https://www.youtube.com/channel/UCdFZbOBWCCPrfWNB6BuLqHw

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support@wlowood.com

EXCHANGES & RETURNS

WLO® Wood has a solution-oriented customer service structure.
Our house rules are predetermined in such situations.
We work hard to satisfy our customers as can be seen from our reviews.
We are eager to offer the best solution in line with our possibilities and strength.
Based on our experience, the conditions for exchanges and refunds are summarized in our FAQ page below.

What happens if the product arrived with damage?

WLO Wood will replace damaged parts free of charge immediately! Please provide photos & order information to support@wlowood.com.

What happens if the dog house product box contains missing or defective parts?

WLO Wood will replace missing or defective parts free of charge immediately! Please provide photos & order information to support@wlowood.com.

What should I do if my order gets lost during the shipment?

Just let us know! We will try to resolve the problem by contacting the shipping company immediately. If it's not resolved within 10 business days, we will offer you two options: full refund or resend the product.

I'm not sure if the product size or model is what I exactly want, what should I do?

Informing us is enough! We share all of the detailed product dimensions and color options in our listing images & descriptions. Because of our hygiene rules, you can request exchange only if the box is not opened. You can return the product to our warehouse by paying only the shipping cost (approximately $39 to $89 depending on shipping weight/dimensions).

My dog damaged the house. Do you send the spare parts?

Damaged parts will be replaced from our warehouse with lower shipping charges. Please provide photos & order information to support@wlowood.com.

I broke the product while assembling. Do you send the spare parts?

Yes! WLO Wood's responsibility continues until the product is completely assembled at your house. We will immediately send the broken parts with lower costs. (smaller parts will be charged only with shipping cost)

Can I add extra cushions or tents to my order?

Yes, just inform us! You can order extra parts on our website by adding them to your cart. This will save you from paying extra shipping costs.

The product color did not match my furniture. Do you accept returns?

Unfortunately we cannot accept a refund caused by color differences unless there is a very distinct color difference from the product images we listed. We use professionally calibrated monitors to ensure that our wood colors match the product images 98.4%. Detailed color options have been published in all listings.

Also, you can check the images coming from our customers. Only in some cases there may be some color shade difference due to the structure of wood and our hand-made painting technique. As you would appreciate, it is almost impossible for us to match the same shade of colors with all other furniture. Even the different lighting in images can make the product color look completely different.

My order is currently in shipping but I'd like to cancel it. Do you accept returns?

Unfortunately we cannot accept free returns. You can return your order with a domestic shipping fee ($39 to $89) after you have the package.

I have completed assembling my wooden dog house but I would like to return it because it is bigger/smaller than I expected. Do you accept returns?

We expect you to make the right choice before purchasing, as we share detailed measurements of all our products. We can send you a second dog house of the right size at a special discount rate just for you. Due to our hygiene rules, we cannot accept returns.

I have completed assembling my wooden dog house but I would like to return or exchange it with another model I want.

Due to our hygiene rules, we cannot accept returns in this case. We expect you to contact us if you are unsure before purchasing so that you can choose the right product with our experience.

The product is not sturdy enough, my dog broke it and I would like to return it.

The sturdiness of our products has been tested many times before they are put on the market. The materials we use meet all the robustness requirements of a wooden crate/house. Our products have success stories that are evident in the feedback from customers. In this case, we may think that there is a problem caused by the mistakes in assembling or pet behaviors. Even if the assembling is done correctly but the sturdiness does not meet your expectations, we cannot make a refund.

The product is not beautiful / I don't like it, can I return it?

We cannot accept returns as we expect you to evaluate this situation before purchasing.

I completed assembling the product but some screws are loose and the product is not sturdy enough. I would like to return it.

All of our products are sent disassembled. As stated in our instructions, correct installation is the responsibility of our customers. We cannot accept returns due to installation errors.

The paint and wood quality of the product is not as I expected. Can I return it?

We provided the details of materials of our products through images and product descriptions. For this reason, the expectations can vary at each purchase. We cannot accept returns because we trust the quality of our products. If there is a manufacturer defect, please contact customer support service and we will send a replacement part.

My dog just managed to escape from the gap of the model I've chosen. Can I return it?

We can solve the problem with the availability of extra parts. However, since we cannot predict your dog's behavior we expect you to choose a fully enclosed model which will suit your dog. As we don't sell used products due to our hygiene rules, we cannot accept returns in this situation.

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