Thank you so much for shopping at Puppy's Home. Your satisfaction is very important to us. Please feel free to contact us at any time if you have questions or concerns.

Contact Us: Mon-Fri 9am - 5pm E.S.T.
E-mail: service@puppyshome.com
Phone: 732-662-0158

PLEASE SHARE your dog's photo with us and join our happy dog loving community!

By Instagram: @puppys.home
#ilovepuppyshome

By e-mail: service@puppyshome.com
Or add your photo to our photo gallery on our website

30-Day Return and Exchange from order date policy eligible if arrived in <u>unused condition with tags and packaging</u>. Custom Orders, Custom Colors, Personalized Items, & International Orders not eligible.

<u>*Items Not Eligible (Unauthorized) for Return, Exchange, or Easy Size Exchange</u>: Custom Orders and/or Colors, Personalized Items, Items that have been worn and damaged (stained, ripped, altered), Clearance Items, International Orders

EASY SIZE EXCHANGE:
   We offer 1 "Easy Size Exchange" per order for any **harnesses, clothing, and collars** that do not fit if we have the next size available. Please pack your item in unused condition with original tags and packaging. The customer is responsible for shipping charges of the item to Puppy's Home. Please include in your package the Return/Exchange Authorization Form. **In return, once we receive the returned item(s), Puppy's Home covers all of the shipping charges of the new size item back to you.**

RETURN:
   If you are unsatisfed with your order please feel free to return the item(s) unused within 30 days of order date. To return an item please pack the items in unused condition, with original tags and packaging, and free of pet hair. As you are responsible for shipping the item(s) back to Puppy's Home, Puppy's Home is not responsible for any shipments not received, untraceable, or lost. Please be sure to include tracking number in your shipment. We do not cover return shipping charges for return. Please include in your package the Return/Exchange Authorization Form. Unauthorized returns will be rejected and shipped back to you at your cost. Original shipping fees will be deducted from your return. Orders using Free Shipping Offer: A whole return of an order or return of items causing the order total to fall below $50 (free shipping offer) will have the original shipping fee deducted from the refund. Returns on Beds, Strollers, and Carriers will be charged a flat 10% Restocking Fee.

EXCHANGE:
   To exchange an item(s) for different item(s) please contact us beforehand to arrange the exchange. Exchanges must be arranged beforehand and the difference of cost must be taken care of beforehand. Please pack items in unused condition with original tags and packaging, and free of any pet hair. Please include in your package the Return/Exchange Authorization Form. We do not cover shipping charges on either end for item exchange. Customer is responsible for all exchange shipping charges.

RETURNS for D/S:
   Please contact us at 732-662-0158 (M-F 9-5 EST) if your item is marked as D/S on your order slip before shipping back to us. These items will require shipping to a different return route and are subject to restocking fees of up to 15%.

Puppy's Home Return/Exchange Authorization Form
30-Day Returns and Exchanges from Order Date
10% Restocking Fee on All Bed, Stroller, Carrier Returns

Name:_____

Date:_____

Order #:_____

Mail Returns/Exchanges to:
Puppy's Home- Returns
711 State Street
Perth Amboy, NJ 08861

<u>Please send resalable returns in unused condition with original tags and packaging</u>.
*Due to the delicate nature of Susan Lanci items, please pack flat with padding. Items arrived damaged during transit will be rejected and shipped back to you at your cost.
*<u>Unauthorized Returns</u> (custom orders, custom colors, damaged, worn items etc.) are not be eligible for return/exchange and will <u>promptly be shipped back to you at your cost</u> .

Item	Action (return/exchange/size exchange)	Reason (damaged item, doesn't fit, changed mind, etc)	New Size Requested (for easy size exchange only)