

## **Incredible Pets Online Return Policy**

At Incredible Pets, we want to make our return policy as convenient as possible for our customers. For the occasional times that a return does not fit into our routine policies, we will do our best to find an alternative that is satisfactory to our customer.

- 1. Returns accepted within 30 days of purchase.**
2. To be eligible for a return, your item must be unused and in the same condition that you received it. It must be in the original packaging with tags attached.
3. Returned food is subject to our Picky Eater Policy (next section). Food items are categorized as Dog or Cat Food including dry kibble, cans, wet pouches, or freeze dried and dehydrated food. Treats are not subject to the Picky Eater Policy.
4. To complete your return, we require a proof of purchase with your original order number. Use our online return portal to generate your Return Request and then choose whether you want to return your items by mail for a small fee, or return in store at no cost.
5. If your returned item has been open or used (including food subject to our Picky Eater Policy) please select the "Store Credit" option and we will contact you for more details before sending your items in.
6. Sale items (if applicable)  
Sale items can only be returned at the sale price. *"Buy one, get one free"* offers require all items to be returned to get full credit.
7. Return Fees:  
Original Shipping Fees will be fully refunded.

In Store Returns are Free. We have six locations in Placer and Sacramento County. Visit our Locations page for directions.

Returns shipped back to our warehouse under 20lbs will incur a \$4.95 return fee. Returns over 20lbs will incur an \$8.95 return shipping fee. Return shipping fees will be deducted from the amount of your refund.

8. If you are shipping an item over \$50, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

## **Picky Eater Policy:**

Our Picky Eater Policy allows you to try new foods for your dog or cat worry-free. If your pet does not like or does not do well on a food you purchase at Incredible Pets, you can exchange it and try another.

### **How it works...**

- The food must be in the original bag and we need to have your receipt or online order number.
- At least half the food must be left.
- We offer store credit or online gift cards only, refunds are not given for opened food.
- If you are returning a case of canned food you will receive a full refund if only 1 can has been opened. If more than 1 can has been opened, you will receive a refund for 1 open can plus any unopened cans.
- If you have any questions or concerns, please reach out to our customer care department for more information. [customercare@incredpets.com](mailto:customercare@incredpets.com)