



WORLD'S BEST REFUND POLICY:

If any product fails to perform to your satisfaction, simply return it within **90 Days After Delivery** for a full refund including the original ground shipping charges. Most online retailers offer you a refund period of 30 days (as required by law). Some of the better ones extend the refund period to 60 days. That's pretty good. However, we offer you a full 90 days to decide if the High Tech Pet Product you purchased is what you really want and need. If you decide to return it, we will refund the FULL purchase price. We will even refund your original ground shipping charges. How can we beat that? Upon request, we will send you a shipping label for a free return of the defective product! At the end of the day, you will have paid absolutely nothing. How many other companies offer this kind of guarantee? We don't know of any.

HERE'S THE FINE PRINT: To qualify for a refund you must have purchased your product directly from High Tech Pet. If you purchased an item manufactured by High Tech Pet but you bought it from another retailer (like Petsmart or Walmart) you must return the item to the place of purchase and abide by that retailer's refund policy. The product must be in its original condition. If you painted, drilled holes or otherwise modified your product we can not offer a refund. Please check your product carefully before making "custom" changes. We will refund the purchase price of your product within 90 days for any reason. However, refund of shipping charges applies to defective products but does not apply to products returned due to improper size or general buyer's remorse. Please carefully check the required size of your product before ordering. Refund of shipping charges applies to ground service. Qualified customers who originally paid for express shipping service will receive a shipping refund limited to the cost of ground service. Please also note, if you decide to pay the Post Office or a shipping company to return your product, we can not refund those charges. Free return shipping is only done via a FREE shipping label emailed to you. *** PLEASE NOTE, Refunds can take 7 - 10 business days to be issued, once the product is returned to our facility.

WORLD'S BEST WARRANTY

We challenge you to find a warranty this good offered by any other retailer anywhere in the world.

FULL ONE YEAR:

Should you find any defect or if your product fails to perform as advertised, we will repair or replace it at no cost for up to one year from the original purchase date. On request, we send you a shipping label for free return of your defective item. That's how confident we are that you will be absolutely delighted with our exceedingly high quality

products and friendly service. *Applies to all orders within the United States. International customers are responsible for their own shipping charges.

IMPORTANT NOTES:

Warranties do not apply to batteries. We do not accept batteries for replacement or refund. Collars returned under warranty will be repaired or replaced and shipped back without a battery. If desired, a new battery may be ordered separately. It's important to understand that Limited lifetime warranty applies to products manufactured by High Tech Pet. Some products sold on this website are manufactured by third party vendors. Our limited lifetime warranty does not apply to products sold on this website that are not manufactured by High Tech Pet.

*** Limited Lifetime Warranty only offered to customers within the United States.

WORLD'S BEST SHIPPING POLICY

Items manufactured by High Tech Pet and ordered before 3:00 PM Eastern Standard Time will ship the same day (unless otherwise noted on the order page). Products sold on this website but manufactured by 3rd party vendors generally ship within 1 business day. Note that all expedited orders (next day, 2nd day and 3rd day delivery) are calculated in business days, Monday through Friday. Please note that orders over \$300 will require your signature when your package is delivered.

Restocking Fee Policy:

Please note, the Power Pet Sliding Glass Doors are custom built when ordered. Check the size carefully before ordering.

There is a 20% restocking fee for all High Tech Pet Power Pet Sliding Glass Door orders.

Restocking Fees apply to return orders due to customer ordering the incorrect sizes or general buyer's remorse. However, we will waive this restocking fee if the customer prefers to have in store credit or would like to exchange.

The restocking fee does not apply to damaged or defective doors, so long as the customer notifies High Tech Pet Products within 30 days of receiving the product. A pre-paid return label will be issued for the return of the product.

Damaged or defective door claims are subject to inspection upon arrival.

Terms of Service:

When purchasing any product or service from this website the customer agrees to be bound by our published Refund Policy, Warranties, Shipping Policies, Return Policies and Privacy Policy. Damages resulting from the use of our products and services shall be limited to the cost of the product or service.

*Your Quality Pet Deserves a
Quality Pet Product*



The Most Ingenious Pet Products on the Planet!