



Shipping & Returns

We believe customers should be able to change their mind if they want to! Want to make a return? Please email us at woof@hoteldoggy.com within 90 days of the delivery date for a full refund.

As we take extra precaution to keep people safe, it may take us a little longer (10-14 days) to issue your refunds.

We appreciate your patience during this time.

Standard Shipping

Shipping is included on all orders to 48 contiguous US states. We do not currently ship to Hawaii, Alaska, or Puerto Rico.

Refused Shipping

We do our best to ensure your items arrive in perfect condition. However, in the unlikely event that your box arrives in a damaged condition, please accept the delivery and contact woof@hoteldoggy.com, so that we can assist you with your order as needed. Please note that if you refuse your order or any part of it without authorization, you will be responsible for all shipping charges.

SHIPPING FAQs

What is the difference between a return and an exchange?

If you are returning your item, you will be refunded in full, once it is received at the warehouse. If you are doing a size or style exchange, Hotel Doggy will work with you to figure out the difference in price between the products.

How do I get my order number?

Your order number will be included in your confirmation email from us. If you are having trouble finding your account number, feel free to reach out to us and we will happily find the number for you.

I want/need to change something on my order, how do I go about doing that?

We strive to get your order out as quickly as possible, so once an order is processed we are therefore unable to cancel it. However, we do offer quick and easy returns or exchanges. For any of your questions, we are here to help! Email us at woof@hoteldoggy.com. Our office hours are Monday-Friday from 9:00am-5:00pm EST if you need any assistance.

RETURNS & EXCHANGES

We want to make sure your Hotel Doggy product fits your pup to perfection. But if you're not happy with your item for whatever reason, we strive to make the process of a return or exchange as simple as possible.

Exchanges

Once an exchange is initiated, you can instantly download a prepaid shipping label and instructions to exchange your item(s). Once we've received your returned item(s) and shipped your exchange, we will send you a confirmation email.

- Exchanges must be made within 90 days from the date of the delivery
- Please include the original order confirmation in the package when you send your item(s)
- We want to make sure you love your new product and it fits perfectly!

Returns

Once a clothing return is initiated, you will receive a prepaid shipping label and instructions to return your item(s). Once we've received your returned item(s), you will receive your refund.

- Returns must be made within 90 days from the date of the delivery
- To be eligible for a refund or an exchange, the product must be in good condition. Products must be clean and free of dog hair
- Please include the original order confirmation in the package when you send your item(s)