



Shipping & Returns

Shipping

Standard shipping is included on all orders over \$30 within the contiguous United States. We do not currently ship to Hawaii, Alaska, or Puerto Rico. Orders under \$30 will be charged \$10.99 flat rate shipping to the contiguous United States.

Returns & Exchanges

We want to make sure our products fit your pet to perfection. If you're not happy with your item for any reason, we are happy to accept return or exchange requests within 45 days of delivery. To initiate a return or exchange, please email us at fetch@purelovepetco.com within 45 days of the delivery date of your order.

Returns

Once a 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 within 10-14 days.

- To be eligible for a refund, the returned product(s) must be in new, unused condition. Products must be clean and free of pet hair.
- Please include the original order confirmation in the package when you send your item(s) for return.

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 new confirmation email.

- To be eligible for exchange, the returned product(s) must be in new, unused condition. Products must be clean and free of pet hair.
- Please include the original order confirmation in the package when you send your item(s) for exchange.