

The Paw Patch Returns Policy

Returns

Our policy lasts 90 days. If 90 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

In the event of returning unused heartworm or flea preventive, you may return the items but you will only receive a credit or refund for the amount that was returned.

Any medication that has been dispensed from the original bottle, mixed to form a liquid solution or compounded special for your pet cannot be returned because we cannot guarantee that once it leaves the clinic it has been handled in the same manner that the manufacturer recommends.

Any medication that has been mixed (liquid) or compounded cannot be returned.

Prepaid stool test containers must be returned within 90 days to be eligible for a credit or refund.

To be eligible for a return in the event of a product failure: please contact the manager directly about the issue within 7 days of the product failure. These returns are evaluated on a case-by-case basis.

Items purchased through our online pharmacy may be returned at the clinic however, the refund will be handled by the online pharmacy.

Additional non-returnable items: Gift cards and gift certificates; special order foods; special order products; items purchased through a raffle or silent auction.

Refunds

Refunds are issued back to the client in the same form that payment was received by us excluding cash payments. Any cash payment will be refunded by a check from The Paw Patch. Checks will be issued to the client within 14 days of the refund approval.

Exchanges

We will only replace items if they are defective or damaged. In order for an exchange to be granted, the manager must be notified within 7 days of the defect or damage.

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