

If your Fetch purchase does not meet your expectations, you may return your merchandise in its original and unused condition (with tags attached) within 14 days of receipt for a full merchandise exchange or store credit. For all returns, please contact us either by e-mail [info@fetchdoggies.com](mailto:info@fetchdoggies.com) or phone (631-331-0965) to receive an RMA number for return.

In order to ensure customer satisfaction, all merchandise is inspected for defects before shipping. Please report any damaged or defective items within 48 hours of receipt either by e-mail or phone.

We reserve the right to make final judgment on all returns. Please return your items with an insured shipping carrier such as Fed Ex or UPS with a tracking number and retain your receipt to ensure proper delivery. We do not reimburse shipping charges for returned items and do not accept returns COD. Please allow 2 weeks after we receive your item to issue your credit or exchange.

Please measure your pet as accurately as possible and follow our sizing guidelines for each product. Sizing in the pet industry is not standardized, for example, a small tee for one company may represent a 1-3 pound dog, while small for another company may represent a 4-10 pound dog. Exchanges will incur a restocking and shipping + handling fee to be determined based on the size of the item being exchanged.

We do not issue refunds for returned merchandise and cannot honor exchanges in the following instances: used merchandise not in the original new condition, sale items, custom orders, toys and perishable items. Items returned after 14 days or without an RMA number will not be accepted. We are sorry we cannot accept all returns but due to health concerns and in order to maintain high standards and provide our customers with the best quality products we must impose these standards.

Please do not hesitate to contact us either by e-mail or phone with any questions.

e-mail: [info@fetchdoggies.com](mailto:info@fetchdoggies.com)

Phone: (631) 331-0965