



Refund Policy

We're not about overcomplicating things, so it's no surprise that our return/refund policy is pretty simple.

Basically, you've got 30 days after receiving a purchase to let us know if something isn't quite right. We think a month is a fair amount of time for you to figure out if a purchase is going to work for you or your pet(s). After 30 days, all qualified items become ineligible for return, exchange, replacement or credit regardless of the reason or situation. Monetary refunds will be issued to the same method of payment used to make the original purchase or as a store credit (if appropriate).

If you'd like to initiate a return, exchange, product replacement or store credit, email us at barkeryinfo@gmail.com with your contact info and a few details explaining your issue(s).

Refunds for Damaged or Incorrect Items

If you receive items that are damaged, items you didn't order or items that are different than what you ordered, email us at barkeryinfo@gmail.com to tell us about the problem. We will decide together if it makes more sense to refund or replace the item(s). The same holds true for items that may be misrepresented and/or described improperly on our website. In any of these cases, *you will not incur any additional fees or shipping charges for items that are damaged, mispicked or misrepresented to be sent to you or returned to us.*

Refunds for Used and/or Opened Items

Items being returned to us *must* be in new, unused condition with all tags and/or stickers attached and free of any stains, rips/tears, odors (including smoke & pet odors), pet hair etc. If the item is received by us, and we determine it cannot be resold on retail shelves, we cannot accept it as a return and have the right to refuse a refund.

Some exceptions to this policy apply. See the Exceptions to the Refund Policy section for more details.

Refunds for Items with a Guarantee or Warranty

If you purchase an item that carries a manufacturer's warranty or guarantee (such as Planet Dog, West Paw, Lupine etc), we will be happy to help facilitate an appropriate product replacement under the individual terms of each manufacturer's warranty. We recommend you contact the company directly to arrange a replacement. Should you choose to have us replace your product, we'd be happy to do so, but *you will be responsible for shipping costs incurred to return the product to us and/or resend the replacement item to you.*

Changing Your Mind About a Purchase

Sometimes you have second thoughts about a product or a purchase, we get it. You go a little overboard with the treats since your pet's been so well behaved, or you buy one too many sweaters or maybe a sweater that's the wrong size. If you change your mind about a purchase or buy something in the wrong size, it's OK. Email us at barkeryinfo@gmail.com to ask about a refund or a return on that item or purchase. In such cases, please understand that *we will ask you to pay for return shipping charges* if a product return is agreed upon by all parties and the merchandise meets the definition of resellable (all tags attached, no pet hair, no damage or stains or odors etc).

Exceptions to the Refund Policy

Food and treats are a general exception to our normal return policy, as all food and treat items we sell carry a 100% satisfaction guarantee. Should you experience an issue with a food or treat product, email us at barkeryinfo@gmail.com to arrange an appropriate solution.

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There are some items that cannot be returned to us for any reason and that will not be eligible for a refund. These include:

- Beds, blankets and crate mats/pads
- E-collars and similar products
- Carriers, backpacks and other transport items
- Crates that have been opened/used in any way
- Seasonal and holiday items

Other items are sold with manufacturer damage/chew warranties. If a product you purchase carries such a guarantee, see the Returning Items with a Guarantee or Warranty section of this policy statement for details.



What We May Ask of You

In most cases, refunds, returns or exchanges will be pretty straightforward. Once we know the details of what's happened, we'll work with you to make it right and follow through diligently. Because shipping items back and forth can very quickly become costly and inconvenient for both you and us, it's very likely that we will try to avoid having you ship items back to us whenever possible. In some cases, however, we may ask you to provide us with photos or other documentation to complete your refund or exchange requests. We may also ask you for complete contact information (including your email address). This is required by some manufacturers in order to issue any sort of refund or product replacement, so please be prepared to provide this information if requested.



Abuse of Refund Policy

It is imperative that we monitor returns in order to offer competitive and stable pricing. We request that you do not abuse – or try to abuse – our returns policy and understand that there will be items and/or transactions that do not qualify for a refund. We have the right to refuse a refund for any product that was not directly purchased from our store or website, one for which a customer cannot provide proof of purchase or one that does not adhere to our refund policies.