



Warranty

PupGear Pet Products guarantees their products for a period of one year against defects in material and workmanship; during the warranty period, (except as stated below in the return policy exceptions) we will send the customer replacement parts or request the customer return the product directly to us for repairs or replacement.

Return Policy

1. **doggydocks®** Products must be returned in unused condition, in the Original Carton and Packaging, within 10 days of receipt of delivery.
2. Once doggydocks have been placed in the water or mounted even temporarily they are considered used.
3. **doggydocks® Accessories and Mounting Kits.** Not installed as per our directions including, improper installation of mounting hardware, will void the warranty. Misuse of the doggydocks ramp or use for anything other than the intended advertised purpose will void the warranty.
4. A 20% restocking fee may be applied. This fee covers expenses associated with costs to inspect the product and each of the components in addition to repackaging as well as Administrative costs including credit card fee's for both the sale and refund to your credit card.
 - a. Before returning an item, the customer must request a return authorization.
 - b. Products returned without an RA Number will be refused.
 - c. The product, including packaging and contents will be inspected to make certain it
 - d. Conforms to requirements outlined in item# 1.
 - e. You will need to request a return authorization number by sending emailing our office

Return Policy Exceptions

1. **doggydocks®** that have been placed in the water or mounted even temporarily are considered used.
2. Not installed as per our written instructions or other improper installation of the product will void the warranty. Misuse of the doggydocks ramp or use for anything other than the intended advertised use, will void the warranty.
3. Certain Types of Swimming Pools Filtration Systems like Salt Chlorine Generators, Ozone and Ion Filtration systems are highly corrosive and have a tendency to break down silicone, polycarbonates and latex. These systems may void the warranty.
4. Returns for any reason other than conditions outlined in this policy and not covered under the warranty; shipping the item back to our facility is the responsibility of the customer.



Warranty

The quality of materials we use and the workmanship is our number one priority.

Defects in material or workmanship must be inspected by PupGear Pet Products quality control personnel and our engineering departments.

Returning a defective product is the responsibility of the customer. If the product is found to be defective and not the result of improper use the product will be replaced or repaired to "like new condition" and shipped back to the customer, and customer will be **reimbursed** for shipping cost.

Customer Satisfaction

Is of the utmost importance to us. When using a doggydocks on a boat, floating or fixed dock, bulkhead, or swimming pool, there is almost no condition that doggydocks cannot be adapted too. It is rare that we are unable provide a satisfactory solution.

Contact Us

Email sales@pupgearpetproducts.com Text or Call 408.373-2277

When Texting please provide your name. It is best be where the doggydocks is installed so you can text photos in real time. It is a good idea to have a yardstick or tape measure when you contact us.