

Warranty

doggydocks® products are guaranteed for a period of **one (1) year** against defects in materials and workmanship. During the warranty period (except as noted below), we will, at our discretion:

- Provide replacement parts, or
- Request that the product be returned for repair or replacement

This warranty applies to the **original purchaser** and is limited to defects in materials and workmanship. It does not cover normal wear and tear, improper installation, or misuse.

Return Policy

doggydocks® products must be returned **unused**, in the **original packaging**, within **10 days of delivery**.

Due to the nature of our product being used in water environments, **any product that has been placed in water or mounted—even temporarily—is considered used and is not eligible for return.**

Because doggydocks® are designed for recreational and seasonal use, this policy helps ensure that products are not purchased for short-term or single-event use and then returned. This allows us to maintain product quality and fairness for all customers.

Products not installed according to our **written instructions**, including improper installation of mounting hardware, will **void the warranty**. Misuse or use outside of the intended, advertised purpose will also void the warranty.

Refunds & Cancellations

Orders canceled **after 24 hours** are subject to a **15% cancellation fee** to cover administrative and credit card processing costs.

A **20% restocking fee** applies to approved returns. This fee covers:

- Inspection of the product and all components
- Packaging materials, strapping, and repackaging
- Restocking and handling

A **Return Authorization (RA)** is required prior to returning any item. Products returned without authorization will be refused.

To request a return authorization, please email:

sales@pupgearpetproducts.com

Warranty & Return Policy Exceptions

- Any doggydocks® product that has been **placed in water or mounted**, even temporarily, is considered **used**.
- Failure to follow installation instructions, improper mounting, misuse, or use outside intended purposes will **void the warranty**.

Use in **chlorinated pools** or with systems such as:

- Salt chlorine generators
- Ozone systems
- Ion filtration systems

These environments are highly corrosive and can accelerate the breakdown of materials including plastics, carpet fibers, and adhesives. Products used in these conditions carry a **90-day warranty**.

Shipping Costs

Shipping costs are the **responsibility of the customer**, unless inspection determines the product is defective under warranty.

Customer Satisfaction Guarantee

When used on a **boat, dock, or swimming pool**, doggydocks® are designed to adapt to virtually any environment.

We stand behind our product and **guarantee that doggydocks® will perform as advertised**. If you experience any issues, please contact us—we are here to help.

Customer Service

Email: sales@pupgearpetproducts.com

Phone: 1.844.781.7877
