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WAG'N ENTERPRISES SHIPPING & REFUND POLICIES

Wag'N Enterprises charges customers based on the weight of the shipment. During the checkout process you may chose to have the products shipped via UPS and/or USPS. We charge a small handling fee. Your shipping charges are calculated during the checkout process and can be viewed before you finalize your order.

SHIPPING OPTIONS

We ship using UPS and USPS for all orders shipped within the continental United States. When placing a UPS order, you will receive a confirmation email and tracking number for your package. USPS orders will include a delivery confirmation. Most UPS Ground orders will be delivered within 5 to 10 business days. At its discretion, Wag'N reserves the right to make changes to the shipping carrier for as long as the customer does not incur additional charges.

2 DAY & OVERNIGHT DELIVERY

Most orders are shipped same business day (M-F) if received before 12:00 PM. EST. Any order placed before 12:00 PM EST on Monday using the “two day delivery” will arrive Wednesday, and “overnight” will arrive Tuesday. Orders placed after 12:00 PM EST will ship the next day so add one day to the delivery times listed above. Orders placed after 12:00 PM on Friday will be shipped the following Monday.

SATURDAY DELIVERY

Saturday delivery is only available when using UPS. See carrier restrictions. Please contact customer service Monday through Friday between 10AM and 4PM EST at 1-888-WAGN4U2 to schedule Saturday delivery.

REFUSED SHIPMENTS

Once an order has been fulfilled by Wag'N Enterprises customers are responsible for all shipping charges incurred. If an order is refused, changed or cancelled by the customer during transit, the customer will be charged outgoing and return shipping charges.

AK & HI

All orders shipping to Alaska or Hawaii will be shipped via UPS 2nd Day Air. No pet and/or human food items will be included in any of the Evacuation Kits shipped to AK & HI.

INTERNATIONAL

Wag'N Enterprises does not accept international retail orders. At this time international wholesale orders can only be placed to the following countries: Canada, France, Germany, Great Britain, Italy, Spain, Sweden and Switzerland. Please note that no food items will be sold and/or included in any of our evacuation kits going overseas. For all international wholesale inquiries please contact Wag'N Enterprises Monday through Friday between 10AM and 4PM EST at 1-888-WAGN4U2

DUTIES AND TAXES

All Canadian duties, taxes and brokerage fees are the responsibility of the Customer and your receipt and acceptance of your order indicates your acceptance of these terms. We have no way of knowing these charges when the package leaves our facility.

The shipping prices indicated by the online system only covers transportation and fuel fees within the US until it gets to the border.

Due to the North American Free Trade Agreement (NAFTA) products wholly manufactured in North America are not subject to duties and fees.

Your shipment may however be subject to brokerage fees (disbursement, service tax, provincial taxes, etc).

Should you wish to contest these fees, please contact UPS Canada International Division at 1-800-742-5877

Should the Receiver refuse to pay, Wag'N will assess a \$20 penalty fee to the recipient's account in addition to the duties and taxes due.

Should the Receiver request a return on that item, all shipping fees, US import fees and the \$20 penalty fees will be the sole responsibility of the Receiver/Customer.

REFUNDS, RETURNS & REPAIRS

REFUNDS

For items returned **within** 15 days

For a full refund, items must be returned within 15 days. Day 1 is the day the order is shipped. Return shipping costs are the sole responsibility of the customer. Items are only eligible for a full refund value if they are in resalable condition as is Customer orders may be assessed a onetime \$20 restocking fees (per order), repackaging fees (\$3 per item that needs to be repackaged) , and cleaning fees (\$5 per item that needs to be cleaned) based on the condition of the product.

If item returned is non resalable and non repairable no more than 50% refund will be issued. If order is equal to or under \$20 and is not in resalable condition, customer will be charged a 50% restocking fee.

For items returned **after** 15 days

We will give a Wag'N store credit if the item is still a current stocking product. Return shipping costs are the sole responsibility of the customer. Items are only eligible for full store credit value if they are in resalable condition as is. Customer orders may be assessed a onetime \$20 restocking fees (per order), repackaging fees (\$3 per item that needs to be repackaged) , and cleaning fees (\$5 per item that needs to be cleaned) based on the condition of the product.

If item returned is non resalable and non repairable no more than 50% store credit will be issued. If order is under \$20 and is not in resalable condition, customer store credit will be deducted a 50% restocking fee.

RETURNS

For the fastest service, call 888-WAGN4U2 within 10 days of purchase to request a Wag’N Exchange. We’ll need to charge you for the new item, but we’ll waive regular shipping charges. Once we receive your return, we’ll credit you for the cost of the original item. All items must be in new, resalable condition with all packaging intact to receive full credit. If any of these conditions is not met, customers may be assessed restocking fees, repackaging fees, and cleaning fees based on the condition of the product. Packages must be returned freight prepaid; we do not accept C.O.D. deliveries. We recommend insuring the package.

REPAIRS

At this time Wag’N does not repair items, however the Wag’N guarantee insures that should any object need to be repaired, excluding medical equipment and toys, Wag’N will replace the item for a new one if the item is still in stock. This only applies to items damaged as a result of normal wear and tear. Dog and cat toys cannot be repaired and will not be replaced. The customer is only responsible for shipping charges. Packages must be returned freight prepaid; we do not accept C.O.D. deliveries. We recommend insuring the package.

CANCELLATIONS

When you place an order on the WagN4U.com website and/or over the phone and decide to cancel that order please contact customer service. As some items require assembly prior to shipping, Wag'N will charge a small cancellation fee to non Wag'N members. The cancellation fee will be waived for all paid Wag'N account members. However, if the order has already been shipped or picked up by the carrier, the customer is responsible for all fees associated with the cancellation and all shipping costs.

WARRANTY

In the event that you have Wag'N Gear with a defect in material or craftsmanship, please return the product to the original place of purchase for warranty assistance. If you purchase the item directly from Wag'N Enterprises or are unable to return the item at the original place of purchase, please contact Wag'N Enterprises directly to obtain a Return Authorization Number (RA#). Warranty products must be returned clean, products that are not clean will be discarded. All medical supplies are non returnable due to safety concerns.

Send Return, Repairs, Warranty Items To:

Wag'N Enterprises
RA# (issued by Wag'N Enterprises)
795 Center St.
Suite 5 -B
Herndon, VA 20170

Please include a note with the following information: RA#, name, return address, daytime phone number, and list of item(s) and complete description of problem and location.