

PUDDLES-B-GONE

RETURN POLICY

Last updated September 01, 2024

Thank you for your purchase. We hope you are happy with your purchase. However, if you are not completely satisfied with your purchase for any reason, you may return it to us for a full refund, store credit, or an exchange. Please see below for more information on our return policy.

RETURNS

All returns must be postmarked within thirty (30) days of the purchase date. All returned items must be in new and unused condition, with all original tags and labels attached.

RETURN PROCESS

To return an item, please email customer service at crittercrew@puddlesbgone.com to obtain a Return Merchandise Authorization (RMA) number. After receiving a RMA number, place the item securely in its original packaging and include your proof of purchase, then mail your return to the following address:

Puddles-B-Gone

Attn: Returns

RMA #

627 N 300 W

Tipton, IN 46072

United States

Please note, you will be responsible for all return shipping charges. We strongly recommend that you use a trackable method to mail your return.

REFUNDS

After receiving your return and inspecting the condition of your item, we will process your return or exchange. Please allow at least twelve (14) days from the receipt of your item to process your return or exchange. Refunds may take 1-2 billing cycles to appear on your credit card statement, depending on your credit card company. We will notify you by email when your return has been processed.

SHIPPING REFUND

Return Policy:

We want you to be completely satisfied with your Puddles-B-Gone Gravity Dispenser. If you need to return your item, please review our return policy:

- **Returns:** We offer a 100% satisfaction guarantee. If you are not fully satisfied with your Puddles-B-Gone Gravity Dispenser, you can return it within 30 days of receiving the item for a full refund.
- **Refunds:** Upon receipt of the returned item, we will process your refund within 7-14 business days. Refunds will be issued to the original payment method used at checkout.
- **Condition of Returned Items:** To be eligible for a refund, the Puddles-B-Gone Gravity Dispenser must be in its original condition, unused, and with all packaging and tags intact. We reserve the right to refuse refunds for items that do not meet these criteria.

- **Shipping Costs for Returns:** Return shipping costs are the responsibility of the customer. We recommend using a trackable shipping service or purchasing shipping insurance for returns, as we cannot guarantee receipt of returned items without tracking.

EXCEPTIONS

For defective or damaged products, please contact us at the contact details below to arrange a refund or exchange.

QUESTIONS

If you have any questions concerning our return policy, please contact us at:

[317-385-7506](tel:317-385-7506)

crittercrew@puddlesbgone.com