

Return Policy



GoPet Return Policy Effective January 1, 2011

Warranty Related Returns

GoPet accepts returns on GoPet and PetRun products under warranty conditions of product damage prior to customer receipt (damaged during shipping) as well as for product faults under normal operating conditions for a period of 1 year from date of receipt.

- If the product damage is slight and can be fixed by a replacement part(s), GoPet will send replacement part(s).
- GoPet will determine if the damage is extensive enough to warrant a return and if a replacement is to be shipped to the customer.
- Normal wear and tear along with damage due to misuse or an animal's chewing or scratching product is not covered by the warranty.

Non Warranty Related Returns

All shipping costs are not refundable including initial shipping factored into product price.

To request a non-warranty return:

- Contact GoPet Sales Manager at 717-354-3399
- There will be a 30% Re-Stocking Fee
- Customer must pay for and coordinate shipping back to GoPet.
- All shipping and product tracking information must be provided to GoPet sales and shipping departments.
- barryr@gopetusa.com - Barry Ravegum - Sales Manager
- jamesm@gopetusa.com - Shipping & Logistics Manager
- If GoPet coordinates shipping the customer will pay a 35% re-stocking fee and pay for shipping upfront, before product will be picked up from the customer.

Product must be repacked as it was when it was delivered to the customer. It must arrive at GoPet undamaged or the customer will be billed the full amount for the damaged product. IT IS STRONGLY ENCOURAGED that pictures be taken of the product prior to and after packing to document its condition prior to shipping. These pictures should be sent along with tracking information to GoPet.