



Downtown Pet Supply

DOWNTOWN PET SUPPLY

HASSLE **FREE** RETURN POLICY

We want your Downtown Pet Supply experience to be a great one! That is why we are proud to offer our amazing "Hassle Free" Return Policy.

1-30 day returns: Within the 1st 30 days if you are not 100% satisfied with your purchase, you can return your order to the warehouse for a full refund.

- Returns must be unused, in the state you received them, and in the original packaging
- We do not provide refunds for products that have a broken safety seal (e.g. opened treats, food or supplements)

31 to 90 day returns: We also accept returns up to 90 days old and you can return your order to the warehouse for a 50% store credit coupon.

- Returns must be unused, in the state you received them, and in the original packaging
- We do not provide refunds for products that have a broken safety seal (e.g. opened treats, food or supplements)

Return to address: (not applicable for crate returns)

Downtown Pet Supply (c/o Returns)
1000 Davey Road
Suite 500
Woodridge, IL 60517

ProSelect Empire Crate Return Instructions: Please email support@downtownpetsupply.com for dog crate return instructions and refund policies.

Friendly Reminders:

Include your packing slip if possible along with your name, order number, phone number, and most importantly, your contact information (e-mail address and phone #).

We must have your correct e-mail address in order to send you a refund or issues you a store credit.

We'll inspect your return and (provided the item is in new, unused condition) promptly e-mail you upon processing your refund or store credit coupon.

- Please note that items returned in used or damaged condition (including dog hair, smell of cigarette smoke, scratches, or markings of any kind) will not receive a refund or a store credit coupon.



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- Store credits are good for 90 days only and are not transferable.

No Exchanges, Just Returns, Please!

Sorry, but we cannot perform exchanges. All products returned to Downtown Pet Supply are processed as returns according to the Returns Policy above. To exchange an unwanted item for something else, simply return the unwanted product, look for your refund or store credit to be applied to your account and order a new one online. Easy!

These procedures can be found at <https://downtownpetsupply.com/pages/return-policy>

for other questions please reach out to support@downtownpetsupply.com