



90-Day FurHaven Manufacturer's Warranty

FurHaven Pet Products offers a ninety (90) day limited warranty against defects in material and/or workmanship unless otherwise noted on product packaging. Defects in material and/or workmanship are defined as: flaws in fabric, finish or materials not naturally occurring; sewing; gluing; stapling; zipper construction or installation. Absolutely no warranty or return for credit will be offered for acts beyond the manufacturer's control. This includes but is not limited to: damage inflicted on products by animals, water damage/fire damage and other acts of God or natural events and conditions, damage caused through misuse of products, damage caused by failure to follow care instructions, damage (whether intentional or unintentional) inflicted by a person, and/or failure to properly maintain product. FurHaven Pet reserves the right to require return of product(s) to the nearest manufacturing facility for inspection and verification of warranty claim. If a product-return request in support of a warranty claim is made by a FurHaven agent and not complied with by the customer within thirty (30) days of the request, no return credit or replacement product will be given and the customer forfeits their right to remedy for the claimed defect. For approved warranty claims, FurHaven Pet, at the discretion of its customer service agents, may opt to replace defective products or parts in lieu of issuing credit. No warranty will be provided for lost, stolen or missing product. Ninety (90) day period begins on date of purchase. Proof of purchase, receipt or gift receipt listing the date/vendor/product SKU/product name/cost are required for all Warranty Claims. WARRANTY IS VALID ONLY WITHIN CONTINENTAL UNITED STATES (excludes Canada Alaska, Hawaii and other US territories).

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