

GENERAL RETURN/DISCLAIMER POLICIES
FOR EMILIO POOCHIE WEBSITE

Legal Terms and Conditions:

By using this site, you agree to be bound by the terms and conditions listed below. We reserve the right to change these terms at any time, effective immediately upon posting on this site. Please read all of the conditions in this section prior to making your purchase.

Returns and Exchanges:

Not all of our products are eligible for exchange or return. Sales of all toys, beds, carriers, and any seasonal, clearance, personalized, special occasion, and perishable items are final and cannot be exchanged or returned after purchase. All returned items must be in their original packaging and be unused. When appropriate, please be sure to measure your pet carefully and proofread any names, as custom orders cannot be cancelled, exchanged or returned. All returned items receive a store credit only, not a refund of the purchase price. We do not provide a credit for shipping charges. All returns must be made within thirty (30) days of receipt.

Store credits are valid for one (1) year from the issue date.

RMA - Return Merchandise Authorization:

Products that are eligible for full merchandise exchange or store credit for the purchase price require a Return Merchandise Authorization (RMA) number prior to being returned. The RMA can only be obtained by emailing us at _____, with your invoice number and reason for return. In your email, please let us know if you would like a store credit or what you would like to exchange the merchandise for. RMA's will only be processed by our online department.

You must include the RMA and the unused item in the original packaging in saleable condition. All packaging and accessories must be included for the exchange to be completed or the store credit to be issued.

Please ship the unused item and return information to the following address:

Emilio Poochie
Attn: Exchanges

For your protection, we strongly suggest that you send your return via Federal Express, UPS or US Mail with insurance and delivery confirmation for tracking purposes. Payment of shipping charges for returned items is the responsibility of the customer. We cannot accept returns COD.

Privacy:

We respect your privacy. If you purchase a product from us, we request certain personally identifiable information from you on our order form. You must provide contact information (such as name, email, and shipping address) and financial information (such as credit card number, expiration date).

We use the information for billing purposes and to fill your orders. If we have trouble processing an order, we will use this information to contact you. Once your order is processed, your credit card information will be cleared from our server. We will add your email address to our mailing list only if you request it.

Legal Disclaimers:

We reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and/or to comply with a judicial proceeding, court order, or legal process served upon us.

Security:

The security of your personal information is very important to us. When you enter sensitive information (such as credit card numbers) on our registration or order forms, we encrypt that information using _____. We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it. No method of transmission over the Internet, or method of electronic storage, is 100% secure, however. Therefore, while we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.