

Shipping Policy For Retail Customers:

Standard shipments are shipped via USPS ground. Other carriers may be selected at the sole discretion of the Company. Please allow 7 to 10 business days to receive goods. A will call option is available for our customers who are willing to pick the product up at our distribution center in Simi Valley, CA. Any order that is set up for will call that is left uncollected by the customer longer than two business days, may be returned to inventory by the Company. After that, order is subject to inventory on hand. If pick-up will be longer than 2 business days after order date, please contact Customer Service by phone at (949) 544-3056 or contact us by email at customerservice@petclub247.com to schedule a pick up. You may cancel your customer account with the PetClub 247 ("Company") at any time by contacting us by phone at (949) 544-3056 or contact us by email at customerservice@petclub247.com with your request.

Damages or Shortages of Shipments:

Please note that all shipments are shipped FOB the Company. This means that shipping and handling charges will be applied and clearly marked on your invoice and are payable to the Company by the customer. It also means that once the order is shipped by the Company, ownership of the order is passed completely to the customer and makes the customer responsible for filing any claims for shortages, damages or non-delivery directly with the carrier of the order. The Company will not be responsible for reimbursement for any shortages, damages or non-delivery of any order once it leaves the Company's shipping warehouse.

Retail Customer Return Policy:

If you are not satisfied with your purchase, you can return it and we will replace or refund your purchase. Simply contact us by phone at (949) 544-3056 or contact us by email at customerservice@petclub247.com with your request. We will provide you with an address to return the unused portion of your product at the time of your request. Return requests for any reason will be honored by the Company within the first 30 days of your purchase. A retail customer may only return goods if they are: purchased and paid for by the purchaser directly through one of COMPANY's websites.