

Omega Paw Warranty Information for SKU #1822115

Thank you for contacting Omega Paw. While Omega Paw does not charge for replacement parts, **we do however have to charge for shipping where the litter box is over a year old, or a dated receipt cannot be provided. Omega Paw will only cover the cost of shipping on litter box replacement parts that are within a year of purchase, and have a manufacturer's defect. We will not cover shipping for lost parts, or parts damaged due to misuse/abuse of the product. If you have a valid receipt please send a copy along with your full mailing address, the part you are requesting and the size of your litter box, and proof of the manufacturer's defect (photo) to [customerservice@omegapaw.com](mailto:customerservice@omegapaw.com).** If you do not have a valid receipt, or purchased your litter box over a year ago please send a check or money order in the amount of \$19.99 to the address below, please be sure to include your full mailing address, the part you are requesting and the size of your litter box. Once received a replacement part will be sent out to you. We regret that we are unable to ship replacement parts outside of North America at this time.

**Please note that if your litter box is an older discontinued model (sliding locking clips) we no longer have replacement parts in stock for your model.**

Please visit our youtube channel for informative and trouble shooting videos on how to use the Roll 'n Clean litter box. [https://www.youtube.com/channel/UCcDjZVJu-sKG-S\\_Wu57K3Fw](https://www.youtube.com/channel/UCcDjZVJu-sKG-S_Wu57K3Fw)