



At High Tech Pet we understand that without valued customers like you, we simply wouldn't exist. That's why we have built our business on quality - quality engineering, quality products, and QUALITY CUSTOMER SERVICE before and after the sale! As a result, we have built one of the most successful pet electronics companies and perhaps the most popular pet electronics website on Earth. We thank you for your support and patronage and we pledge to you that if you need us, we will be there to bend over backwards to accommodate you. It's not enough just to make you a satisfied customer. We aim to make you a raving fan of our company!

WORLD'S BEST REFUND POLICY:

If any product fails to perform to your satisfaction, simply return it within 90 days for a full refund including the original ground shipping charges. Most online retailers offer you a refund period of 30 days (as required by law). Some of the better ones extend the refund period to 60 days. That's pretty good. However, we offer you a full 90 days to decide if the High Tech Pet Product you purchased is what you really want and need. If you decide to return it, we will refund the FULL purchase price. We will even refund your original ground shipping charges (on defective products). How can we beat that? Upon request, we will send you a shipping label for a free return of the defective product! At the end of the day, you will have paid absolutely nothing. How many other companies offer this kind of guarantee? We don't know of any.

HERE'S THE FINE PRINT: To qualify for a refund you must have purchased your product directly from High Tech Pet. If you purchased an item manufactured by High Tech Pet but you bought it from another retailer (like PetSmart or Walmart) you must return the item to the place of purchase and abide by that retailer's refund policy. The product must be in its original condition. If you painted, drilled holes or otherwise modified your product we can not offer a refund. Please check your product carefully before making "custom" changes. We will refund the purchase price of your product within 90 days for any reason. However, refund of shipping charges applies to defective products but does not apply to products returned due to improper size or general buyer's remorse. Please carefully check the required size of your product before ordering. Refund of shipping charges applies to ground service. Qualified customers who originally paid for express shipping service will receive a shipping refund limited to the cost of ground service. Please also note, that if you decide to pay the Post Office or a shipping company to return your product, we can not refund

those charges. Free return shipping is only on defective products, done via a FREE shipping label emailed to you.

*** PLEASE NOTE, Refunds can take 7 - 10 business days to be issued, once the product is returned to our facility.

WORLD'S BEST WARRANTY

FULL ONE YEAR: Should you find any defect or if your product fails to perform as advertised, we will repair or replace it at no cost for up to one year from the original purchase date.

If the product is purchased through an authorized dealer (3rd party website), you will have to provide proof of purchase. The proof of purchase must show the company the product was ordered through, the date of purchase, the item/s purchased, and shipping information.

All warranty replacement orders are shipped by ground shipping (you have the option to pay for quicker shipping). On request, we send you a shipping label for a free return of your defective item. That's how confident we are that you will be absolutely delighted with our exceedingly high-quality products and friendly service. *Applies to all orders within the United States. International customers are responsible for their own shipping charges.

Please note: replacement collars come without a battery.

IMPORTANT NOTES: Warranties do not apply to batteries. We do not accept batteries for replacement or refund. Collars returned under warranty will be repaired or replaced and shipped back without a battery. If desired, a new battery may be ordered separately. It's important to understand that a Limited lifetime warranty applies to products manufactured by High Tech Pet. Some products sold on this website are manufactured by third-party vendors.

LIMITED LIFETIME: If after one year from your original purchase date, your High Tech Pet product fails to operate as advertised, we will replace accessories (i.e. MS-5, MS-4, RX-10, TX-2, etc.) with a new one for 1/2 our advertised regular retail price, published at the time you return your item. Limited Lifetime Warranty not valid on replacement parts (i.e. Main Circuit Board, Motor, Dual Sensor Cable Assembly, etc.)

Our limited lifetime warranty only applies to products manufactured by High Tech Pet Products.

*** Limited Lifetime Warranty only offered to customers within the United States.

WORLD'S BEST SHIPPING POLICY

Items manufactured by High Tech Pet and ordered before 3:00 PM Eastern Standard Time will ship the same day (unless otherwise noted on the order page). Products sold on this website but

manufactured by 3rd party vendors generally ship within 1 business day. Note that all expedited orders (next day, 2nd day, and 3rd day delivery) are calculated in business days, Monday through Friday. Please note that orders over \$300 will require your signature when your package is delivered.

RESTOCKING FEE POLICY:

Please note, all Patio Panel Insert Doors are built to order. Check the size carefully before ordering.

There is a 10% restocking fee for all High Tech Pet Patio Panel Insert Door orders.

Restocking Fees apply to return orders due to customers ordering the incorrect sizes or general buyer's remorse. However, we will waive this restocking fee if the customer prefers to have in-store credit or would like to exchange.

The restocking fee does not apply to damaged or defective doors, so long as the customer notifies High Tech Pet Products within 30 days of receiving the product. A pre-paid return label will be issued for the return of defective products only.

Damaged or defective door claims are subject to inspection upon arrival.

REPLACEMENT DOOR POLICY: Sliding Glass and PX-Doors

Sliding Glass Door and PX Door replacements will be made upon the return of the original door. Once the door reaches our warehouse, we will ship your replacement out. If either replacement is higher priced customer will be required to pay the additional price before shipment of the new door. If the customer wishes replacement to be shipped before the return of the original door, a credit card must be left on file with our factory warehouse replacement department. For even replacements, the credit card number will be destroyed once the original door reaches the warehouse (15 days after receipt of the new door by the customer, and in original condition).

Terms of Service:

When purchasing any product or service from this website the customer agrees to be bound by our published Refund Policy, Warranties, Shipping Policies, Return Policies, and Privacy Policy. Damages resulting from the use of our products and services shall be limited to the cost of the product or service.