

Lifetime Warranty



WE ARE COMMITTED TO QUALITY

Kurgo prides itself in making superior quality products. There's nothing more frustrating than buying a product that breaks. If, during your product's lifetime, it does not function as it should due to a manufacturing defect, we will replace your product free of charge. Hassle and worry free!

If you are outside of the US and Canada and have an issue with a Kurgo product, don't hesitate to contact customerhelp@kurgo.com in the EU and UK. Or, if you're in Australia or New Zealand, please contact customercareau@kurgo.com

FREQUENTLY ASKED QUESTIONS

What is covered by the Kurgo Warranty?

Manufacturer's defects caused by poor craftsmanship or defective hardware or materials when purchased through authorized Kurgo dealers.

What is not covered by the Kurgo Warranty?

All products, except toys, are warranted against manufacturing defects when purchased through an authorized dealer. If your Kurgo product is damaged in the course of normal (or abnormal) wear and tear, you may not qualify for our warranty replacement, but we do offer a product replacement for a nominal fee.

We do not warranty or offer the Replacement Service for our toys, because toys, after all, are mostly to be chewed. We believe our toys are very durable, but some dogs are tougher chewers than others.

Products damaged while being used in an unintended way are not covered by the lifetime warranty. For example, the Wander Hammock is intended to be used between two seats sitting on top of a bench seat. You cannot hang a Wander Hammock between two trees or over an open space and expect it to hold any weight.

How does the Kurgo Warranty work?

Contact Customer Care with details of the defect. If the claim meets our warranty guidelines, we will send you a replacement product free of charge (US and Canada only). If you are in Europe and have an issue with a Kurgo product, please contact our EU Customer Care at: customerhelp@kurgo.com. Otherwise, if you are outside of the US, Europe or Canada and have an issue with a Kurgo product, please contact us at info@kurgo.com

Replacement Service

Products failing due to normal wear and tear, abuse, accident, critters, or natural breakdown of materials over extended use and time can be replaced for a nominal fee. See our Replacement policy for more information.

Customer Care

If you are experiencing any problems or have any questions about your Kurgo Product, our Customer Care team is here to help. Please feel free to email us at info@kurgo.com or call us directly at (877) 847-3868.

In Europe, please email us at: customerhelp@kurgo.com