

## Return Policy

### How To Return An Item

Your item must be in its original unused condition to be returned, unless there is a manufacturer defect. You must return the item by **no later than 10 days** of purchase date.

1. Please email [info@PAWSPP.com](mailto:info@PAWSPP.com) to request a refund. Please include a reason for your return.
2. Mail your returned item to:  
PAWS-itively Peaceful Pooch  
6017 Pine Ridge Road  
Suite 159  
Naples, FL 34119
3. Include in your returned package a copy of the original receipt.

### Return Exceptions

Merchandise that has been altered or damaged will not be accepted for return or exchange. Merchandise must be returned in its entirety including: DVD disc, DVD case and DVD page insert. If any of these items are missing, damaged or altered, a return will not be processed.

### Restocking Fee

All items are subject to a 5% restocking fee, this will be deducted from your refund. We also do not refund the original shipping that you paid on the order.

### Exchanges

If your DVD has been received as damaged, you may exchange free of charge. You must send the original, damaged DVD back in order to receive an undamaged DVD in its place. You will have to pay return shipping. Once the DVD is returned and inspected, this shipping cost will be reimbursed.

## Payment Policy

**Both billing and shipping addresses MUST be US or Canada only. NO exceptions.**

### Accepted Methods of Payment

Payments are made through Third Party websites PayPal and Amazon.com

### Credit Card Charges

Third Party websites PayPal and Amazon.com accept your credit card and will be charged when you place your order.

### Mailing Address For Cash/Money Order (no personal checks accepted)

PAWS-itively Peaceful Pooch  
6017 Pine Ridge Road  
Suite 159  
Naples, FL 34119

Please include your order number on your payment.

### DVDs Ordered

No more than three DVDS can be ordered from one shipping and/or billing address. To purchase more than 3 DVDs, please contact us at [info@pawssp.com](mailto:info@pawssp.com)

## Shipping Policy

**Currently PAWS-itively Peaceful Pooch only ships to US and Canada.**

### Turnaround

Orders placed by 3pm EST are shipped the same day. Otherwise, orders are shipped next day.

### Carriers

We use the following carriers to deliver our orders:  
USPS, UPS, FedEx

### Order Tracking

If a tracking # is provided by the shipping carrier, you will receive a tracking # when item has been shipped. Please note that some orders using 1st Class USPS mail will not have tracking numbers.

### Shipping Rates

The rate charged for the shipping of your order is based on the weight of your products and your location. Before the final checkout page you will be shown what the cost of shipping will be and you will have a chance to cancel your order if you so desire.