

Returns & Exchanges

General return policy

Making sure you get the best dog bed in the world is important to us.

If the product is in a new unused state, we will return and replace it within the first 7 days after receiving the order. Items with embroidery personalization cannot be returned or exchanged. If you want to return or exchange, please contact us.

Items that meet the following conditions are not eligible for returns or exchanges:

1. Personalized embroidery
2. Removed their tags
3. Show signs of use (including but not limited to: evidence of dog fur, dander, dirt, stains, scratches, odors, etc.)
4. Already washed
5. broken

6. Buy at a discount of 15% or more (eg clearance items)
7. Received 7 days ago
8. All returns are thoroughly inspected upon receipt. We reserve the right to refuse refunds for new unused items.

We only provide return labels when items are returned to the original box. Shipping is \$ 15 per box. Exchange fees will be waived. For returns and exchanges, we will send a FedEx shipping label to place it at a FedEx location. If you no longer own the original box, we will not be able to provide a return label and it is your responsibility to return it. Please note that in this case we do not reimburse the return shipping costs. If our return label is used on any box other than the original box (or no box at all), the full cost of the shipping label will be deducted from the final refund. If the cost of the label exceeds the total refund amount, no refund will be given.

Please wait 3-5 days from the date we receive your return to process the refund.

If the item is damaged, it cannot be returned or exchanged. Please contact our customer service team for help.