

Kirby K9 Return Policy

30-Day Return Policy

We want you to be completely satisfied with your purchase. If you are not satisfied with your new and unused item, you may return it within 30 days of the original purchase date, subject to the following conditions:

1. Eligibility: Only new and unused items in their original condition, packaging, and with all original tags and accessories are eligible for return.
2. Timeframe: Returns must be initiated within 30 days from the date of purchase. After this period, we do not accept returns or provide refunds.
3. Return Process: To initiate a return, please contact us via email at josh@k9irby.com or shannon@k9irby.com. We will guide you through the return process.
4. Return Shipping: The customer is responsible for the cost of return shipping unless the return is due to our error or a defective product. We recommend using a trackable shipping method to ensure the safe return of the item.
5. Refunds: Once we receive and inspect the returned item, we will process the refund within 5 business days. The refund will be issued using the original payment method, unless otherwise agreed upon.
6. Non-Returnable Items: Custom items and bite suits are non-returnable.
7. Exchanges: If you wish to exchange your item for a different size, color, or model, please email us at josh@k9irby.com or shannon@k9irby.com. Exchanges are subject to availability.
8. Damaged or Defective Items: If you receive a damaged or defective item, please email us at josh@k9irby.com or shannon@k9irby.com immediately. We will arrange for a replacement or provide instructions for returning the item, depending on the circumstances.
9. Order Cancellations: Cancellations or refund requests are subject to a 3.5% fee.

Please note that this return policy applies to purchases made directly from Kirby K9. If you purchased our product through a third-party retailer, please refer to their return policy.