

SwiftPaws Warranty Information

- SwiftPaws products come with a one (1) year limited product warranty covering manufacturer's defects, assuming normal use.
- Defective products returned to SwiftPaws may be sent either shipping prepaid or, if pre-approved by SwiftPaws, via UPS ground transportation with shipping paid by SwiftPaws.
- SwiftPaws will, at its option, repair the defective product or replace the defective product with a new or refurbished unit to honor the warranty.

Before SwiftPaws will honor a warranty claim, the customer must:

- provide proof of purchase,
- obtain a Return Merchandise Authorization (RMA) Number by contacting SwiftPaws at support@swiftpaws.com.

The warranty is void if:

- the product was misused, or
- the product was not purchased from an authorized seller

SwiftPaws's sole obligation under **this** express product warranty shall be, at SwiftPaws's option and expense, to repair the defective product, deliver to the customer an equivalent product to replace the defective product, or if neither of the two foregoing options are reasonably available, SwiftPaws may refund to the customer the purchase price paid for the defective product. All products that are replaced will become the property of SwiftPaws. Replacement products may be new or reconditioned. SwiftPaws warrants any replaced or repaired product for ninety days (90) days from shipment, or the remainder of the initial warranty period, whichever is longer. Defective products returned to SwiftPaws must be packaged appropriately for safe shipment. It is recommended that the shipment be insured or sent by a method that provides for tracking of the package. SwiftPaws is not responsible for loss or damage during shipment to SwiftPaws. The repaired or replaced item will be shipped to the customer, at SwiftPaws's expense, not later than thirty (30) days after SwiftPaws receives the defective product, and SwiftPaws will retain risk of loss or damage until the item is delivered to the customer.

WARRANTY EXCLUSIONS:

SwiftPaws will not be liable under this limited warranty if its testing and examination disclose that the alleged defect or malfunction in the product does not exist or resulted from:

- Failure to follow SwiftPaws's operation and maintenance instructions;
- Unauthorized product alteration;
- Weather conditions;
- Damage to the product caused by any animal;
- Abuse, misuse, negligent acts or omissions of the customer and/or persons under the customer's control; or
- Acts of third parties, accident, fire, or other hazards.