



## Return Policy

Healthy Paws is proud to stand behind our line of pet foods and we gladly accept returns as stated below.

- **Expiry:** We will accept returns on products provided that the expiry date still has at least **three months remaining** on the date code. For example if this is the month of September, the date code would need to be December to qualify.
- **Missing/Damaged:** We will be happy to credit any product that arrives to your location damaged. Please keep the damaged product and return with our driver. If you are missing any product but were accidentally invoiced for it, please mark the missed product on the invoice that is being returned with the driver and call the office to let us know right away so we may adjust your invoice accordingly.
- **Customer Return:** If a customer returns a product, we will credit your account. (Providing the date code is within the 3 month expiry period). Please keep and return any product(s) with our driver. **Please attach a copy of the credit receipt for the return to your customer.** Please let us know the reason the customer is returning, feedback helps us improve our product lines and better serve your customer base.

**Please note**, a credit will be issued after we receive the return. Please do not hesitate to contact us with any questions you may have regarding the above at [info@tryhealthypaws.com](mailto:info@tryhealthypaws.com), 416-741-4888. We regret to inform you that exceptions to these rules cannot be made. In order for us to treat all our retail partners equally we cannot make exceptions for one store, and not for another, we trust you respect this decision.

Thank you.

Charles Oliver

President

Healthy Paws Inc.

[www.tryhealthypaws.com](http://www.tryhealthypaws.com)