



Wag'N Enterprises, LLC

Rover Respond'R™ is a Wag'N Enterprises, LLC Proprietary Service.

Rover Store Refund Policy

If you ordered items from the Rover Store and the product is defective, missing your membership number or displaying the wrong membership ID number, please call at

1-888-WAGN4U2 (M-F 10AM-4PM EST)

If the product does indeed have the wrong membership number (only applicable for wallet cards, key tags and pet tags) we will ship you a replacement at no cost. No need to send it in.

If the product is missing the membership number (only applicable for wallet cards, key tags and pet tags), please ship the item back to. Upon confirmation we will ship you a replacement and provide you with a coupon code for the Rover Store for the value of your shipping cost back to us.

Please remember that the identification number on the Residence Alert Tag and on the evacuation tags are different than your Membership Number. The License Plate Tag Holder does not display any membership or identification number whatsoever.

We do have your license plate number on file.

NO REFUNDS ON CUSTOM PRINTED AND/OR ENGRAVED WALLET CARDS, KEY TAGS AND PET TAGS ONCE THEY ARE SHIPPED.

PET PASSPORTS, EVACUATION CARDS, RESIDENCE ALERT STICKERS, CAR ALERT STICKERS & CAR LICENSE PLATE HOLDERS

Can be refunded provided the following conditions. All items must be in new, non used, non marked, in resalable condition (if applicable) with all packaging intact to receive full credit. For all items shipped in sets of more than one unit, all units MUST be returned given those conditions. If any of these conditions are not met, customers may be assessed restocking fees and repackaging fees based on the condition of the product. Packages must be returned freight prepaid; we do not accept C.O.D. deliveries. We recommend insuring the package.

There is a NO refund policy on the ROLL OVER ROVER minute plan.

For as long as no ROVER PROTECT'R minutes are implemented, you can receive a full refund.
Once a call is assigned the ROVER PROTECT'R protection, NO Refund allowed.

For as long as no ROVER TIMER minutes are implemented on either plan (Hummingbird, Main Coone Cat or Great Dane), you can receive a full refund. Once a call is identified under any of the available plans mentioned in this paragraph, NO Refunds allowed.

RETURNS

NO RETURNS ON CUSTOM PRINTED AND/OR ENGRAVED WALLET CARDS, KEY TAGS AND PET TAGS ONCE THEY ARE SHIPPED.

PET PASSPORTS, EVACUATION CARDS, RESIDENCE ALERT STICKERS, CAR ALERT STICKERS & CAR LICENSE PLATE HOLDERS can be returned. Please see Refund conditions for more details.

Packages must be returned freight prepaid; we do not accept C.O.D. deliveries. We recommend insuring the package.

WARRANTY

At this time, the only product under Warranty at the Rover Store is the Rover Pet Tag. Each tag's warranty is valid for one (1) year after the date of purchase. If during that year the membership inscription fades to the point of being undistinguishable, please send it in. Upon confirmation we will ship you a replacement and provide you with a coupon code to the Rover Store for the value of your shipping cost back to us.

Send Returns and Warranty Items To:

Wag'N Enterprises, LLC
795 Center St.
Suite 5 -B
Herndon, VA 20170

** Please include a note with the following information: Rover Membership Number, full name, return address, daytime phone number, and list of item(s) and complete description of problem and location.

www.RoverRespondR.com