



WAG'N ENTERPRISES

SHIPPING & REFUND POLICIES

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

ROVER STORE POLICIES

COUNTRY LIMITATIONS

The Wag'N Rover Respond'R™ Membership is only available to USA and Canada residents at this time. Therefore only USA and Canadian residents can purchase items in the Rover Store. Shipping is restricted to US States and territories and Canada.

ABOUT SHIPPING

Wag'N Enterprises L.L.C. does not apply any shipping cost to the Membership Welcome Package. All other Rover Store items are only made available to registered Wag'N Rover Respond'R Paying Members. Shipping fees are applied based on the weight and package size of the shipment. A majority of items available on the Rover Store already include shipping charges via First Class USPS mail. All the products including the shipping charge are annotated as such. Any items not posted as such will incur include a shipping fee. The shipping fee is calculated using the product's weight and size. All items incurring an additional shipping fee as shipped using UPS. For these items you may chose to have the products shipped via UPS Ground, 2nd Day, 3 Day or Overnight during the checkout process. There are no handling fees on all orders under \$10 USD value (non-including taxes and shipping if applicable). Your shipping charges will be calculated during the checkout process and can be viewed before you finalize your order.

SHIPPING OPTIONS

All Rover Store items, excluding the Rover Membership Welcome Packet and all products with shipping included, are shipped using UPS on all orders incurring additional shipping charges. Faster shipping options are available. Most UPS Ground orders will be delivered within 5 to 10 business days. At this time we do not accept PO BOX addresses for billing and shipping.

Your Rover Respond'R™ Welcome Packet will ONLY be shipped AFTER you have entirely completed the system database survey. Complete instructions and reiteration of this policy will be included in your confirmation email providing you with your membership number and temporary login information.

2 DAY & OVERNIGHT DELIVERY

On Retail orders from the Rover Store (excluding the Rover Respond'R Membership package) most orders are shipped same business day (M-F) if received before 12:00 a.m. EST. Any order placed before 12:00 EST on Monday using the "two day delivery" will arrive Wednesday, and "overnight" will arrive Tuesday. Orders placed after 12:00 a.m. EST will ship the next day so add one day to the delivery times listed above. Orders placed after 12:00 a.m. on Friday will be shipped the following Monday.

SATURDAY DELIVERY

Saturday delivery is only available when using UPS. See carrier restrictions. Please contact Wag'N Headquarters at 888-WAGN4U2 (9246-482) to schedule Saturday delivery.

REFUSED SHIPMENTS

Once an order has been fulfilled by Wag'N Enterprises customers are responsible for all shipping charges incurred. If an order is refused, changed or cancelled by the customer during transit, the customer will be charged outgoing and return shipping charges.

www.RoverRespondR.com