

Shipping Policy For Retail Customers

Standard shipments are shipped via USPS ground. Please allow 7 to 10 business days to receive goods. You may cancel your customer account with the PetClub 247 ("Company") at any time by contacting us by phone at (949) 250-0132 or contact us by email at <mailto:customerservice@petclub247.com> with your request.

Retail Customer Return Policy

If you are not satisfied with your purchase, you can return it and we will replace or refund your purchase. Simply contact us by phone at (949) 250-0132 or contact us by email at <mailto:customerservice@petclub247.com> with your request. We will provide you with an address to return the unused portion of your product at the time of your request. Return requests for any reason will be honored by the Company within the first 60 days of your purchase.

A retail customer may only return goods if they are: purchased and paid for by the purchaser directly through one of COMPANY's websites.