

We are making changes to our return policy, effective Monday, April 7, 2008. The new policy is as follows:

1. All returns require an authorization number.
2. Shipping fees are not refundable.
3. Buyers are responsible for return shipping costs unless product is defective.
4. All returns will incur a 15% restocking fee for standard orders.
5. Steps that are customized with a back will incur a 20% restocking fee. This does not apply to the Tiny series and the Mini 6, 7 and 8.
6. Animal print orders have a 25% restocking fee.
7. Returns without a Return Authorization Number (RMA) will incur a 30% restocking fee.
8. Returns that are obviously used will incur a 50% restocking charge.
9. All returns must be received within 30 days of original shipment date.
10. Please ask customers to put the RMA number on the outside of the box and have documentation inside with customer name, dealer name, item, and RMA #.

Please note that if a mistake by Animal Stuff is the reason for return, we will absorb the return shipping charges.

Some suggestions to potentially reduce the number of step returns are:

1. Encourage the customer to measure before ordering! Also, longer dogs may need a bigger step than shorter dogs of the same weight.
2. The width of the actual step is approximately 2 inches less than the overall width.
3. Make sure the customer knows that color shades vary and are not guaranteed to match what is shown on any monitor.

NOTE: Animal print orders are only available with black sides. We can quote a step with all animal print; however that is now considered a custom order. Custom orders cannot be returned.