Returns/Exchanges

Returns Policy

If, for any reason, you are not satisfied with your online purchase, you can return or exchange the product.

- For returns within 90 days of purchase, we will refund the cost of the returned item using your original form of payment or give you a credit toward an exchange.
- For returns made after 90 days, we will issue a merchandise credit in the form of a store gift certificate.
- Shipping charges are non-refundable unless we made an error in your order or the product is defective.
- Refunds or credits are issued after we receive the returned merchandise. We will email you upon completion.

If you live in the U.S. and you ordered a fitted product—clothing, dog harness, dog coat, etc.—but it doesn't fit the way you like, you pay for the return shipping to our offices and we will pay the shipping cost to send the new size back to you.

We ask that the product is in the same condition you received it in, with original tags and in its original packaging including any warranty cards, manuals, accessories, etc. Please be aware of the following:

- Items showing cuts or tooth marks will not be replaced and we will not issue a refund or credit.
- Harnesses and dog coats should not have any hair on them. Returned items that require cleaning are subject to a 30% restocking fee.

Making Your Return

Complete the return form below and enclose it with the merchandise you are returning.

Name: _____ Order #: _____

Email: _____ Daytime Phone: _____

Address: _____

City, State, Zip: _____

ITEM DESCRIPTION	QTY	ENTER "REFUND" OR NAME OF ITEM TO EXCHANGE FOR	REASON CODE

REASON CODES: Please help us improve our service by indicating the reason for your return in the space above.

FIT	QUALITY	PERFORMANCE/SERVICE	OTHER
51. Too small	61. Damaged/defective	71. Not as expected	81. Changed my mind
52. Too big	62. Missing parts	72. Arrived too late	82. Just didn't like product
53. Too narrow	63. Damaged during shipping	73. Wrong item received	83. Ordered wrong item
54. Too wide	64. Poor quality	74. Ordered 2 sizes, kept 1	

Payment: If the total of your exchange or new order exceeds the value of your returned items, please call customer service at 800-311-6503 with your payment information or include it below:

☐ VISA ☐ MasterCard ☐ Discover ☐ American Express

Card Number: _____ Exp. Date: _____ Signature: _____

Enclose the return form with the merchandise. Return through any carrier that provides tracking and insurance, and save the tracking number. We are not responsible for packages lost in transit without proof of tracking. Questions? Call 800-311-6503 or email info@cleanrun.com.

Clip and Go Agility, Returns, 5388 Hill 23 Dr., Flint, MI 48507