

## SHIPPING & RETURN POLICIES

Our goal at Dogbotz Boneyard is to provide all our buyers with excellent customer service. This includes not only the purchase of products from us but also the shipping process. If you have a concern about our shipping service, please contact us at [info@dogbotz.com](mailto:info@dogbotz.com).

### Shipping

For Dogbotz Boneyard to ship the item(s) you purchased, we need to have from you a mailing address that includes a full street address. *PO Box numbers and APO addresses are not acceptable.* In addition, if a problem arises, we will notify you via the e-mail address you provided us at the time of purchase.

Dogbotz Boneyard bases all shipping fees on the weight and size of the item(s) purchased. Items are shipped via United States Postal Service, First Class and/or Priority mail, as well as FedEx and UPS. Items are usually shipped within five to seven business days after confirmation of authorized payment by PayPal. On the day when your package is shipped, Dogbotz Boneyard will e-mail you with a shipping confirmation and tracking number.

All items purchased through Dogbotz Boneyard require a **signature confirmation** upon delivery, regardless of the total value of the purchase. Any item(s) with a value **that exceeds \$100** will be insured accordingly by Dogbotz Boneyard. If your item has not arrived within two weeks of shipping confirmation, please contact your local US Postal Service, FedEx or UPS facility to determine whether your item is being held there as the shipping service may have attempted delivery when you were not available. If not, please contact Dogbotz Boneyard ([info@dogbotz.com](mailto:info@dogbotz.com)) so we can assist with the investigation.

### Damage

Please check the condition of your purchase(s) when delivered. If a package arrives to your location damaged, it is your responsibility first to contact the courier that delivered your package. Then, contact us.

Remember that many of the treasures available through Dogbotz Boneyard are collectible items previously owned, so some of them may have imperfections. Flaws such as chips, cracks, tears or tarnished surfaces add to an item's character, reflecting its authenticity; however, such ordinary wear and usage **neither** constitutes **nor** signifies damage due to shipping.

If an item has actually been damaged during shipping, please e-mail Dogbotz Boneyard within 24 hours of receipt of your package(s), and **be sure to include digital photographs** of the damage done to the item(s) and the condition of the packaging materials upon delivery. Without these photos, we cannot compare the condition of the item(s) prior to shipping with the damage you are reporting, nor can we confirm with the courier that it was the cause of the damage. In addition, please keep all original shipping materials, as this is required to make a claim with the courier service.

## Returns

### **All sales are final unless . . .**

If it has been proven that the courier did in fact damage your package, it has the sole responsibility to reimburse you for the damage. Dogbotz Boneyard cannot be held liable for damage done by the courier. Since the majority of the items sold through Dogbotz Boneyard are unique, we have no means of supplying you with another item to replace the damaged product. However, since we wish to support our customers, Dogbotz Boneyard will supply your account with a credit equal to the value of the damaged item plus any return shipping costs you incur. Only damaged items (along with a copy of the receipt for shipping) returned to Dogbotz Boneyard are available for a store credit. Any damaged item(s) with shipping receipt must be received by Dogbotz Boneyard within 30 days of the original purchase of the item(s).

Again, if you have any questions about our Shipping & Return Policies, please feel free to contact us at [info@dogbotz.com](mailto:info@dogbotz.com).