



Clean and Healthy Pets' policies

Clean and Healthy Pets • 8570 Belding Rd. • Rockford MI 49341

Website: www.shop.candhpets.com

Email: admin@candhpets.com

Phone: (616) 433-6966 • Fax: (616) 433-2758

Backorder policy:

If an item you ordered is backorder, meaning it's temporarily out of stock, we will contact you and let you know when we think we might have the item back in stock. At that time you can request that we send the items you ordered that are in stock to you and send the backordered item(s) to you as soon as we get it in stock, wait until the backordered item is in and send your whole order to you all at once, or you may also cancel your order. If you cancel your order, you may ask to be placed on the "backorder notification" list, so when the item you ordered is back in you will get notified and you may reorder that item.

Return policy:

Our return policy is simple, if you are unhappy for any reason within 30 days of your original purchase date we will refund your money, no hassles. We will provide you with a Clean and Healthy Pets gift certificate if you want to return a product that you bought 30-60 days ago. Some items may have a limited return policy and Clean and Healthy Pets reserves the right to change or override this policy at anytime. When you want to return an item we request that you complete a return authorization (RA) form. We ask you to fill out this form so that we know you are returning something (not just sending us a gift) and why you are returning the product. Completing this form will ensure that your return gets processed quickly and efficiently. To obtain a RA form please visit our website (www.shop.candhpets.com) and you will be able to download our RA form. Or if you prefer we can fax or mail you a RA form. We can also process your return via telephone by calling us at (616) 433-6966. When returning an item, the item must be in original condition, unless authorized by us. Return shipping costs is your responsibility, unless it was our fault, such as we sent you the wrong item. We suggest that you obtain a tracking number from the carrier you are shipping your return with. If you do not get a tracking number that you can provide to us we will not be responsible for any return that may not get delivered. Please keep a copy of your tracking number for your records. While we recommend using UPS, you may use any carrier you choose.

Shipping policy:

Please allow up to 7 days for processing before your order is given to the carrier. Please note processing times may exceed 7 days if an item you ordered is backordered. We will ship with the carrier you selected at checkout, using the service you selected. We try very hard to never overcharge for shipping, but in the rare event that we might accidentally overcharge we will be sure to refund you the amount you got overcharged for. If we find that your order can get there faster for equal or less money we will contact you to see if you would like to change your delivery option or not. If you need your order faster than the options we normally offer please select "to be arranged" at the time of checkout and then contact us. Please note that if you do select "to

be arranged” that we will not start to process your order until you've contacted us. If an order sits idle in our system with the shipping option marked “to be arranged” for more than 14 days, the order will be canceled and you will be notified via email.

This section will explain the United Parcel Service (UPS) services that we offer:

- UPS next day air early A.M. (usually by 8:00am, the next day)
- UPS next day air (usually by 12:00pm, the next day)
- UPS next day air saver (usually by 3:00pm, the next day)
- UPS 2nd day air (2 days, to any location)
- UPS 3 day select (3 days, to any location)
- UPS ground (1-5 days, depending on location)

When using UPS we can provide a guaranteed delivery date, and we can also provide free insurance up to \$100. If your order does not arrive by the end of the day on the guaranteed delivery date, that we provide you, please contact us and we will process a refund for your full shipping cost immediately. But we ask that if your package has not arrived by the end of the day on the guaranteed delivery date, to wait 24 hours before contacting us. If it still doesn't arrive 24 hours the guaranteed delivery date please contact us, and we will file a lost package claim with UPS. If your shipment arrives damaged, please contact us right away. We will file a damage claim with UPS as soon as we can. UPS only notifies the shipper (us) of the claim status, but we will be sure to keep you up to date on the claim status also. A UPS employee may need to inspect your package, and if they do we will let you know. Any claim refund we may get will be refunded to you. We will also give you a tracking number with all UPS shipments so that you can track your shipment through its whole journey.

This section will explain the United States Postal Service (USPS) services that we offer:

- USPS priority mail (2-3 days, not guaranteed)
- USPS first class mail (1-3 days, not guaranteed. Only available on packages under 13oz.)

Since none of the USPS services that we offer are guaranteed, we are not responsible for packages arriving after the estimated arrival date. We do not offer insured mail, so if you choose USPS and your package gets lost or damaged please know we can not file a claim with the USPS. We do put Delivery Confirmation (DC) on all packages that we send. DC numbers may get scanned throughout the system, so you may track your package by visiting www.usps.com and clicking on track & confirm.

Payments:

We accept MasterCard, Visa, American Express, and Discover. You may enter your payment information directly on our website or you may use PayPal to checkout. We also accept checks and U.S. money orders. If you are paying via check or money order, your order will not be shipped out until your payment has been cleared with the bank. Once your payment has been cleared by the bank, your order will be shipped out promptly. If you need your order shipped quickly, but you are paying via check or money order, you can always ship via overnight service to get your payment processed faster. If you have any questions on how to pay for your order or processing times, please contact us.

Privacy policy:

What follows is Clean and Healthy Pet's privacy policy, which governs personal information gathered on our website, because at Clean and Healthy Pets your personal privacy is always a concern.

Clean and Healthy Pet's Commitment to Online Security:

Physical, electronic and managerial procedures have been employed to safeguard the security and integrity of personal information. All Clean and Healthy Pets agents and contractors with access to personal information

obtained on the Clean and Healthy Pets web site (www.candhpets.com or www.shop.candhpets.com) are also bound to adhere to this policy as part of their contract with Clean and Healthy Pets.

Personal Information that Clean and Healthy Pets May Collect Online:

Clean and Healthy Pets collects personal information online, including names, postal and e-mail addresses, phone numbers, and complaint information.

How Clean and Healthy Pets Uses Personal Information Collected Online:

Unless you otherwise consent, we will use your personal information only for the purpose for which it is submitted, such as to reply to your emails, handle your complaints, information to provide operational notices, etc. Our research may lead to the publication of aggregate demographical data but will not result in the reporting or publication of any personal information provided to us. At certain points where personal information is collected on our site, there may be a box where you may indicate that you would like to be on a mailing list to receive information about other Clean and Healthy Pets programs and services. At any time you can add or remove your name from a Clean and Healthy Pets list by contacting us at admin@candhpets.com.

How Your Information May Be Shared:

Your personal information will only be shared with the authorized Clean and Healthy Pets administration, and NEVER with the public.

We never sell or rent your personal information.

Clean and Healthy Pets may also release personal information under the following circumstances:

- Where release is required by law (for example, a subpoena) or regulation or is requested by a government agency.
- To appropriate persons, when your communication suggests possible harm to others.

Help Us Keep Your Personal Information Accurate:

If your personal information changes or you would like to review the personal information we may have on file, please e-mail us with the new information or your review request at admin@candhpets.com. Let us also know what led to your submission of personal information so we may efficiently locate your information.

Computer Tracking and Cookies:

Our web sites are not set up to track, collect or distribute personal information not entered by visitors. Our site logs do generate certain kinds of non-identifying site usage data, such as the number of hits and visits to our sites. This information is used for internal purposes by technical support staff to provide better services to the public and may also be provided to others, but again, the statistics contain no personal information and cannot be used to gather such information.

Problems or Complaints with Clean and Healthy Pets Privacy Policy:

If you have a complaint about Clean and Healthy Pets compliance with this privacy policy, you may contact us at admin@candhpets.com.

We are proud to offer a privacy policy, and would like to thank you for choosing Clean and Healthy Pets!

Communication policy:

You've probably never heard of a policy like this before, that's because Clean and Healthy Pets believes that clear and regular communication with our customers is a top priority. We will stay in contact with you the whole way through your order process. This communication may be in the form of an automated email, a personal email from us, or maybe even a phone call from us! You will receive confirmation that your order has been placed. We will email you if there are going to be any delays in your order. You will receive an email telling you your order has shipped, along with your tracking number. You will even get a confirmation email saying your order has been delivered, so while you may be at work or elsewhere you know it's delivered. If you have any questions you can always contact us via one of our many convenient methods. You can call us, email us, write to us, and even start a live chat session with us. We will be able to answer any questions you may have, because we use advanced order fulfillment and tracking systems. We also keep very good internal notes about each and every order. So whatever stage your order may be in, we will be able to provide you with up to date detailed information about where your order is and when we expect it to arrive.

TERMS AND CONDITION OF SALE and TERMS AND CONDITION OF USE

BY VISITING, BROWSING, SHOPPING, ACCESSING OR OTHERWISE USING THIS WEB SITE (THE "SITE") OPERATED BY Clean and Healthy Pets LLC YOU AGREE TO BE BOUND BY THESE TERMS AND CONDITIONS.

Important Information About This Legal Contract:

You agree to this User Agreement, and all of its terms and conditions, by visiting, browsing, shopping, accessing or otherwise using the Site. These terms and conditions are subject to change without prior notice at any time, in Clean and Healthy Pets LLC's sole discretion. By visiting, browsing, shopping, accessing or otherwise using the Site after a change has been posted to the Site, the Customer accepts that change. Customers should check this User Agreement and the Privacy Policy frequently.

Acceptance of Contract Terms:

This User Agreement, and all of its terms and conditions, constitute a legal contract between you and Clean and Healthy Pets LLC (References to "you" or "your" shall relate to a customer of Clean and Healthy Pets LLC or other party that visits, browses, shops, accesses or otherwise uses the Site (the "Customer"); references to "Clean and Healthy Pets LLC" shall relate to Clean and Healthy Pets LLC and its affiliates.) By visiting, browsing, shopping, accessing or otherwise using this site ("Site"), you acknowledge that you have read, understood, and agree to be bound by this User Agreement and comply with all applicable laws and regulations, including U.S. export and re-export control laws and regulations. If you do not agree to this User Agreement, as it may be changed by Clean and Healthy Pets LLC from time to time, do not use this Site. The material provided on this Site is protected by law, including, but not limited to, United States copyright law and international treaties. This Site is controlled and operated by Clean and Healthy Pets LLC from its offices within the United States. Clean and Healthy Pets LLC makes no representation that materials in the Site are appropriate or available for use in other locations, and access to them from territories where their contents are illegal is not authorized. Those who choose to access this Site from other locations do so on their own initiative and are responsible for compliance with applicable local laws. Any claim relating to, and the use of, this Site and the materials contained herein is governed by the laws of the state of MI without regard to conflict of law rules. You consent to jurisdiction of the federal and state courts located in KENT County, MI to hear any such claims.

Access, Interference and Linking:

Clean and Healthy Pets LLC grants you a limited license to access and make personal use of the Site and not to download (other than page caching) or modify it, or any portion of it, except as provided below under "Use Restrictions," or with express written consent of Clean and Healthy Pets LLC. The following activity on the Site

is expressly prohibited: Any non-personal or commercial use of any robot, spider, other automatic device, or manual process to monitor or copy portions of the Site or the content contained herein without prior written permission by Clean and Healthy Pets LLC; collection or use of any product listings, descriptions, or prices, from the Site for the benefit of another merchant that supplies products competitive with or comparable to those offered on the Site; and, Any use of, visits to, or other action that imposes an unreasonable or disproportionately large load on the Site, or otherwise interferes with its proper and timely functioning. Any unauthorized use terminates the license granted by Clean and Healthy Pets LLC. You are granted a limited, revocable, and nonexclusive right to create a hyperlink to the home page of the Site so long as the link does not portray Clean and Healthy Pets LLC, its affiliates, or their products or services in a false, misleading, derogatory, or otherwise offensive matter. You may not use any Clean and Healthy Pets LLC logo or other proprietary graphic or trademark as part of the link without express written permission. Clean and Healthy Pets LLC does not review or control third-party sites that link to or from the Site, and is not responsible for the contents of any third-party sites linked to or from the Site.

Use Restrictions:

The copyright in all material provided on this Site is held by Clean and Healthy Pets LLC or by the original creator of the material. Except as stated herein, none of the material may be copied, reproduced, distributed, republished, downloaded, displayed, posted or transmitted in any form or by any means, including, but not limited to, electronic, mechanical, photocopying, recording, or otherwise, without the prior written permission of Clean and Healthy Pets LLC or the copyright owner. Permission is granted to display, copy, distribute and download the materials on this Site for personal, non-commercial use only, provided you do not modify the materials and that you retain all copyright and other proprietary notices contained in the materials. This permission terminates automatically if you breach any of these terms or conditions. Upon termination, you must immediately destroy any downloaded or printed materials. You also may not, without Clean and Healthy Pets LLC's prior written permission, "mirror" any material contained on this Site on any other server. Any unauthorized use of any material contained on this Site may violate copyright laws, trademark laws, the laws of privacy and publicity, and communications regulations and statutes. All trademarks and registered trademarks are the sole property of their respective owners. Photographs courtesy of respective manufacturers. Clean and Healthy Pets LLC (CHP) logo are trademarks of Clean and Healthy Pets LLC Copyright © 2007 Clean and Healthy Pets LLC.

Microsoft and the Passport Logo are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries and are used under license from Microsoft.

Limitation of Liability:

UNDER NO CIRCUMSTANCES, INCLUDING, BUT NOT LIMITED TO, NEGLIGENCE, SHALL CLEAN AND HEALTHY PETS LLC BE LIABLE FOR ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOSS OF DATA OR PROFIT, ARISING OUT OF THE USE, OR THE INABILITY TO USE, THE MATERIALS ON THIS SITE, EVEN IF CLEAN AND HEALTHY PETS LLC OR A CLEAN AND HEALTHY PETS LLC AUTHORIZED REPRESENTATIVE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IF YOUR USE OF MATERIALS FROM THIS SITE RESULTS IN THE NEED FOR SERVICING, REPAIR OR CORRECTION OF EQUIPMENT OR DATA, YOU ASSUME ANY COSTS THEREOF. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

Arbitration:

By accessing the Site and using the information therein available and/or by purchasing any products or services made available through this Site, you agree with Clean and Healthy Pets LLC, its service providers, agents, employees, successors, assigns, affiliates, parents, subsidiaries and any content provider or offer of goods or services on this Site or through any other associated activity, that ANY CLAIM OR DISPUTE UNDER THE

USER AGREEMENT AND ANY CLAIM OR DISPUTE THAT YOU MAY HAVE AGAINST ANY OF THESE PERSONS OR ENTITIES, WHETHER RELATED TO THE DESCRIBED TRANSACTIONS OR OTHERWISE, INCLUDING THE ENFORCEABILITY OF THIS ARBITRATION AGREEMENT, WILL BE RESOLVED EXCLUSIVELY AND FINALLY BY BINDING ARBITRATION under the Code of Procedure of ARBITRATION-FORUM.COM (the "Code") in effect at the time the claim is filed. The Code is available at <http://www.arbitration-forum.com> or can be obtained by calling 1-800-753-9448. Notwithstanding any choice of law provision included in this User Agreement, this arbitration agreement is subject to the Federal Arbitration Act (9 U.S.C. §§ 1-16) and the New York Convention on the Enforcement of Arbitration Awards (9 U.S.C. §§ 201-208 or as codified in the jurisdiction where enforcement of the award is sought). Hearings shall be held as provided by the Code and if any In-person Hearing is required, it shall be held in Rockford, MI. Each party shall bear its own cost of any legal representation, discovery, or research required to complete arbitration.

Privacy:

Please review our Privacy Policy, which also governs your visit to this Site. You are responsible for maintaining the confidentiality of your account and password and for restricting access to your computer, and you agree to accept responsibility for all activities that occur under your account or password. If you are under 18, you may use the Site only with a parent or guardian. Clean and Healthy Pets LLC reserves the right to refuse service, terminate accounts, remove or edit content, or cancel orders in its sole discretion.

Communications to Clean and Healthy Pets LLC:

Any communication or material you transmit to the Site by electronic mail or otherwise, including any data, questions, comments, suggestions, or the like is, and will be treated as, non-confidential and non-proprietary. Anything you transmit or post may be used by Clean and Healthy Pets LLC for any purpose, including but not limited to reproduction, disclosure, transmission, publication, broadcast, and posting. Furthermore, Clean and Healthy Pets LLC is free to use any ideas, concepts, know-how, or techniques contained in any communication you send to Clean and Healthy Pets LLC or the Site for any purpose whatsoever, including but not limited to developing, manufacturing and marketing products using such information.

Copyright Complaints:

If you believe that your work has been copied in a way that constitutes copyright infringement, please contact: Clean and Healthy Pets LLC 8570 Belding Rd. Rockford MI, 49341 Phone: 616-433-6966 Fax: 616-433-2758 Email: admin@candhpets.com Disagreement with These Terms and Conditions:

If you disagree with any of the terms and conditions of this User Agreement, please do not visit, browse, shop, access or otherwise use this Site.

Clean and Healthy Pets LLC Terms and Conditions of Sale: PLEASE READ THESE TERMS AND CONDITIONS OF SALE ("SALE AGREEMENT") VERY CAREFULLY. THE CUSTOMER AGREES TO BE BOUND BY THIS SALE AGREEMENT AND ACCEPTS ITS TERMS AND CONDITIONS (UNLESS THE CUSTOMER HAS SIGNED A SEPARATE FORMAL PURCHASE AGREEMENT WITH CLEAN AND HEALTHY PETS LLC. IN WHICH CASE THE SEPARATE AGREEMENT SHALL GOVERN).

Important Information About This Legal Contract:

This Sale Agreement is a legal contract between the Customer and Clean and Healthy Pets LLC. The Customer accepts this Sale Agreement by making a purchase, placing an order, or otherwise shopping on the Site. (References to "you" or "your" shall relate to the Customer; references to "Clean and Healthy Pets LLC" shall relate to Clean and Healthy Pets LLC and its affiliates.) The terms and conditions of this Sale Agreement are subject to change without prior notice, except that the terms and conditions posted on the Site at the time the Customer initially places or modifies an order will govern the order in question. This Sale Agreement constitutes the entire agreement between the Customer and Clean and Healthy Pets LLC relating to the purchase or sale of goods or services on the Site. The Sale Agreement may only be modified or terminated with regard to

goods or services that have been purchased or sold on the Site in a writing signed by Clean and Healthy Pets LLC. Electronic records (including signatures), that are otherwise valid, shall be accepted under the Sale Agreement. The Customer consents to receiving electronic records, which may be provided via a web browser or e-mail application connected to the Internet; consumers may withdraw consent to receiving electronic records or have the record provided in non-electronic form by contacting Clean and Healthy Pets LLC at the address provided below. In the event of any conflict between the terms and conditions stated on your purchase order and this Sale Agreement or any terms and conditions on our invoice, you agree that the provisions of this Sale Agreement and our invoice shall control.

Governing Law:

THIS AGREEMENT AND ANY SALES HEREUNDER SHALL BE GOVERNED BY THE LAWS OF THE STATE OF MI, WITHOUT REGARD TO CONFLICTS OF LAWS RULES. THE CUSTOMER CONSENTS TO THE JURISDICTION OF THE FEDERAL OR STATE COURTS LOCATED IN KENT COUNTY, MI FOR PURPOSES OF ANY SUIT, ACTION OR PROCEEDING ARISING OUT OF THIS SALE AGREEMENT.

Title; Risk of Loss:

Title to goods herein being purchased is retained by the seller until goods are paid for by the purchaser and at that time title passes to the purchaser. Loss or damage that occurs during shipping by a carrier selected by Clean and Healthy Pets LLC is Clean and Healthy Pets LLC's responsibility. Loss or damage that occurs during shipping by a carrier selected by Customer is Customer's responsibility. Title to software will remain with the applicable licensor(s).

Export Sales:

If goods herein being purchased are being purchased for purposes of export, the Customer must obtain from the federal government certain export documentation before shipping to a foreign country. In addition, manufacturers' warranties for exported goods may vary or even be null and void for goods exported outside the United States. The Customer should inquire further regarding any questions. Any and all liability is only for the products purchased.

General Legal Disclaimer:

CLEAN AND HEALTHY PETS LLC HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THIS DISCLAIMER BY CLEAN AND HEALTHY PETS LLC IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY, IF ANY.

Internet Disclaimer:

Internet connectivity requires access services from an Internet access provider. Contact your local access provider for rates, terms and conditions.

56K Disclaimer:

56K modems are capable of 56Kbps downloads, however, current regulations limit download speed to 53Kbps.

Third-Party Product and Y2K Disclaimer:

All products sold by Clean and Healthy Pets LLC are third party products and are subject to the warranties and representations of the applicable manufacturers, including but not limited to Y2K compliance. Accordingly,

Clean and Healthy Pets LLC makes no representation or warranty with respect to the Y2K compliance of products sold.

Pricing and Information Disclaimer:

All pricing subject to change. For all prices, products and offers, Clean and Healthy Pets LLC reserves the right to make adjustments due to changing market conditions, product discontinuation, manufacturer price changes, errors in advertisements and other extenuating circumstances. High volume bids are welcome! While Clean and Healthy Pets LLC uses reasonable efforts to include accurate and up-to-date information on the Site, Clean and Healthy Pets LLC makes no warranties or representations as to the Site's accuracy. Clean and Healthy Pets LLC assumes no liability or responsibility for any errors or omissions in the content on the Site.

Limitation of Liability:

CLEAN AND HEALTHY PETS LLC WILL NOT BE LIABLE FOR LOST PROFITS, LOSS OF BUSINESS OR OTHER CONSEQUENTIAL, SPECIAL, INDIRECT, OR PUNITIVE DAMAGES, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, OR FOR ANY CLAIM BY ANY THIRD PARTY EXCEPT AS EXPRESSLY PROVIDED HEREIN. CLEAN AND HEALTHY PETS LLC WILL NOT BE LIABLE FOR PRODUCTS OR SERVICES NOT BEING AVAILABLE FOR USE OR FOR LOST OR CORRUPTED DATA OR SOFTWARE. CUSTOMER AGREES THAT FOR ANY LIABILITY RELATED TO THE PURCHASE OF PRODUCTS OR SERVICES, CLEAN AND HEALTHY PETS LLC IS NOT LIABLE OR RESPONSIBLE FOR ANY AMOUNT OF DAMAGES ABOVE THE AGGREGATE DOLLAR AMOUNT PAID BY CUSTOMER FOR THE PURCHASE(S) UNDER THIS AGREEMENT.

Arbitration:

ANY CLAIM, DISPUTE, OR CONTROVERSY (WHETHER IN CONTRACT, TORT, OR OTHERWISE, WHETHER PREEXISTING, PRESENT OR FUTURE, AND INCLUDING STATUTORY, COMMON LAW, INTENTIONAL TORT AND EQUITABLE CLAIMS) arising from or relating to this Sale Agreement, its interpretation, or the breach, termination or validity thereof, the relationships which result from this Sale Agreement (including, to the full extent permitted by applicable law, relationships with third parties who are not signatories to this Sale Agreement), Clean and Healthy Pets LLC's advertising, or any related purchase SHALL BE RESOLVED EXCLUSIVELY AND FINALLY BY BINDING ARBITRATION ADMINISTERED BY THE NATIONAL ARBITRATION FORUM (NAF) under the Code of Procedure of ARBITRATION-FORUM.COM (the "Code") in effect at the time the claim is filed. The Code is available at <http://www.arbitration-forum.com> or can be obtained by calling 1-800-753-9448. Notwithstanding any choice of law provision included in this Sale Agreement, this arbitration agreement is subject to the Federal Arbitration Act (9 U.S.C. §§ 1-16) and the New York Convention on the Enforcement of Arbitration Awards (9 U.S.C. §§ 201-208 or as codified in the jurisdiction where enforcement of the award is sought). Hearings shall be held as provided by the Code and if any In-person Hearing is required, it shall be held in Rockford, MI. Judgment on the award rendered by the arbitrator(s) may be entered by any court having jurisdiction. Each party shall bear its own cost of any legal representation, discovery, or research required to complete arbitration.

Orders; Payment Terms; Interest; Taxes:

Orders are not binding upon Clean and Healthy Pets LLC until accepted by Clean and Healthy Pets LLC. Terms of payment are within Clean and Healthy Pets LLC's sole discretion. Invoices are due and payable within the time period noted on the invoice, measured from the date of the invoice. Clean and Healthy Pets LLC may invoice parts of an order separately. Customer agrees to pay interest on all past-due sums at the highest rate allowed by law. The Customer is responsible for sales and all other taxes associated with the order.

Freight Policy:

Shipping and handling charges on all orders vary; contact your Clean and Healthy Pets LLC account executive for our most current and competitive rates, options and shipping specials. For the Customer's protection, we

ship usually only to the verified billing address of the Customer's credit card. In some circumstances, international shipping may be available. Call for details.

Return Policy:

The following refund policy applies to all products except those stating their own refund policy with the product description:

- Clean and Healthy Pets LLC offers a 30 days return policy on selected items based on manufacturer return policies. For further information not listed, please contact your Clean and Healthy Pets LLC account executive.
- Please call 616-433-6966 or e-mail our Returns Department at admin@candhpets.com to obtain a Return Merchandise Authorization (RMA) number before shipping your product. NO returns of any type will be accepted without an RMA number. For faster service, please have the following information on hand when calling for an RMA number: customer name, invoice number, serial number and nature of the problem.
- All products returned MUST: be 100 percent complete, contain ALL original boxes and packing materials, have original UPC codes on the manufacturer boxes, contain all manuals, blank warranty cards and other accessories and documentation provided by the manufacturer.
- You are responsible for shipping charges on returned items; Clean and Healthy Pets LLC will match your shipping method on your replacement or exchange item(s).
- Clean and Healthy Pets LLC strongly recommends you fully insure your return shipment in case it is lost or damaged and you use a carrier that can provide you with proof of delivery for your protection. We cannot be responsible for any lost or damaged shipment.
- If merchandise arrives damaged: it is best to REFUSE it back to the carrier attempting delivery. If you accept the package make sure it is noted on the carrier's delivery record in order for Clean and Healthy Pets LLC to file a damage claim. Save the merchandise AND the original box and packing it arrived in, notify Clean and Healthy Pets LLC immediately to arrange for a carrier inspection and a pickup of damaged merchandise. If you do not notify Clean and Healthy Pets LLC of damaged goods within the first 15 days of arrival, our regular return policy will override any claim of damage, and will fall under all current manufacturer restrictions. Please note that we are unable to file a claim for lost or damaged packages that has shipped via the USPS. Call 616-433-6966 or your Clean and Healthy Pets LLC account executive to arrange for carrier inspection and a pickup of damaged merchandise.
- DEFECTIVE returns can be returned directly to Clean and Healthy Pets LLC within 30 days from the invoice date, at Clean and Healthy Pets LLC's discretion for: credit, replacement, exchange or repair.
- Manufacturer restrictions do apply and are outlined in our detailed policy. Any item that is missing the UPC can ONLY be replaced with the same item. After 30 days, all manufacturers' warranties apply.
- NON-DEFECTIVE returns can be accepted directly by Clean and Healthy Pets LLC within 30 days from the invoice date, at Clean and Healthy Pets LLC's discretion for: credit or exchange. All NON-DEFECTIVE returns are subject to a 0 percent restocking fee. Clean and Healthy Pets LLC reserves the right to authorize product returns beyond 30 days from the invoice date. IF the product is accepted after 30 days and before 60 days, credit will be issued toward FUTURE PURCHASES ONLY. Original shipping charges are refunded on returned items. Customers are responsible for all shipping charges back to Clean and Healthy Pets LLC on returned items, and Clean and Healthy Pets LLC will pay the shipping charges on the replacement or exchange item(s) going back. Please contact us with any questions regarding our return policy or if we can accept a item for return or exchange.

Credit Cards:

Credit card charges are processed online after ordering the products and/or services.

Thanks for choosing Clean and Healthy Pets!

Write to us: 8570 Belding Rd. Rockford MI 49341

Call us: (616) 433-6966

Email us: admin@candhpets.com

Chat with us: <http://www.shop.candhpets.com/livechat.html>
Fax us: (616) 433-2758