

RETURN & EXCHANGE POLICY

SHIPPING POLICY

At Simply Standard Poodles, LLC, we're dedicated to making your shopping experience as delightful as a wagging tail. This Shipping, Return, and Exchange Policy outlines the key details you need to know. Please read it thoroughly.

Shipping:

Free Shipping Over \$75:

Enjoy free standard domestic shipping on retail orders of \$75.00 and over. This positively fabulous offer ensures that your favorite dog-themed products reach you without any shipping fees. Free shipping will be automatically applied during the checkout process.

Shipping Fees:

For orders below \$75.00, shipping fees are calculated based on the chosen shipping method, the weight, and dimensions of your order, and your delivery location. You'll see the exact shipping cost during the checkout process before finalizing your order.

Order Processing:

Orders are usually processed within 1-3 business days after your purchase.

Shipping Times:

Estimated delivery times are as follows:

Standard Shipping: 5 to 7 business days

Expedited Shipping: 3 to 5 business days

Express Shipping: 2 to 3 business days

Please note that delivery times may vary based on factors such as your location and external circumstances.

Tracking Information:

Once your order is shipped, you'll receive an email with a tracking number. This way, you can keep an eye on your order's journey to your doorstep.

Effective Date: June 14, 2024

RETURN & EXCHANGE POLICY

We understand that sometimes things don't go as planned. That's why we offer hassle-free returns and exchanges.

Our Promise:

If you're not completely satisfied with your purchase, or if you receive a product that doesn't meet your expectations, we'll make it right.

Return and Exchange Period:

You have up to 30 days from the date of purchase to initiate a return or exchange.

Returning an Item:

To return an item, please contact our Customer Support Team at info@simplystandardpoodles.com or 866-766-3538. They'll guide you through the simple process.

Exchanges:

If you'd like to exchange an item for a different size or style, our team will happily assist you. Exchanges are subject to product availability.

Conditions for Returns and Exchanges:

- Products must be in their original condition, with tags and packaging intact.
- We do not accept returns or exchanges for personalized or custom-made items.
- Return shipping fees for items other than those damaged or defective are the customer's responsibility.
- We do not provide shipping labels, nor do we refund shipping costs (from us to you or from you to us.)
- Return the original merchandise package along with any unused product. If you have used all the product, return the empty merchandise packaging.
- If you change your mind after ordering and refuse the delivery of a package you have ordered, we will refund the product price minus a \$15 refusal fee (charged to us by the shipper) plus the original shipping cost. Refunds are completed within 30 days of receiving the refused package.

Damaged or Defective Items:

In the rare event that you receive a damaged or defective item, please contact us immediately. We will either refund your purchase or send a replacement, based on your preference.

Lost or Stolen Packages:

If your tracking information shows that your package was delivered but you have not received it, please contact us, and we will work to resolve the issue.

Our Promise:

We are as committed to our customers as they are to their loyal companions. Just as your furry friend enriches your life, we are dedicated to enhancing your shopping experience.

By placing an order with Simply Standard Poodles, LLC, you agree to adhere to the terms and conditions outlined in this Shipping, Return, and Exchange Policy.

For additional questions or assistance, don't hesitate to reach out to our Customer Support Team.

Simply Standard Poodles LLC.

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