



Ruff Ruff Couture Exchange & Refund Policies

Cancellation Policy:

We offer a 24-hour grace period (from the time the order is placed) in which to cancel an order. Please contact us via email at customerservice@ruffruffcouture.com or by phone at 310.271.7118 as soon as possible if you like to cancel your order prior to shipment. Please note if your order has already entered the shipping process, it cannot be canceled, and therefore, will be treated as a return.

Exchange and Return Policy:

Ruff Ruff Couture is committed to providing you with high quality products. If, for any reason, you are unsatisfied with your purchase, please contact us via email at customerservices@ruffruffcouture.com or by phone at 310.271.7118 within 10 days to obtain a return authorization number and simply return your merchandise to us in its original and unused condition for a full merchandise exchange or store credit valid for six months from date of issue. Exchanges attempted without an authorization number will not be accepted, and returned to the customer. Merchandise must be in its original packaging and unused to be considered for a full store credit or exchange. We reserve the right to determine whether the item has been used or washed. All returned orders are subject to a 20% restocking fee.

Customer is responsible for any and all shipping & handling charges associated with the exchange. We are not responsible for any returned packages lost in shipping. Please be advised that until there is proof that we have received your merchandise, it is your property. For your protection, we suggest you to send your return via Federal Express, UPS or USPS with insurance and delivery confirmation for tracking purposes. Sorry, we cannot accept COD returns.

Defective Merchandise:

If your product is defective due to a manufacturer's defect, we will gladly replace the product at no additional shipping charge to you. Please contact our customer service department to alert us before returning the defective merchandise. This guarantee does not include normal wear and tear incurred by your pet. We reserve the right to determine whether or not a returned item is defective or has been subjected to normal wear and tear from a pet.

Refunds:

All refunds are issued in the form of a merchandise credit. All store credits will expire 6 months from the issue date. Please keep in mind that we do not refund shipping charges on purchases. To purchase an item using your store credit, email or call us with your order. Please note that the item you are exchanging for must be of equal or higher value to your credit.