



# REFUND POLICY

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## **Returns and Exchange policy:**

Your and your dog's satisfaction is very important to us. If, for some reason, you changed your mind or you are not satisfied with our products, or you measured your pet incorrectly and need a new size, we will promptly exchange it or issue you a refund, according to your preference.

To complete a return or exchange a receipt of proof of purchase is required.

Goods must be returned or exchanged within 30 days of purchase; otherwise they are not eligible for refund or exchange.

Return items must be unwashed, not worn, tags attached, and undamaged.

Sale items are not eligible for refund or exchange and are final sales.

## **Procedure for exchange, returns, or refunds:**

1. Please contact us at [\*\*info@momentaa.com\*\*](mailto:info@momentaa.com) to advise us of your return or exchange.
2. Return your product and proof of purchase to:

*Momentaa Artisan Products*  
81-1155 Haro St.  
Vancouver, BC  
V6E 1E4

\*We are not responsible for covering shipping costs.

## QUESTIONS AND CONTACT INFORMATION