



## **WELLNESS PET COMPANY SATISFACTION GUARANTEE**

At Wellness Pet Company, we, and our affiliates, stand behind our products and quality controls. If for any reason you are not satisfied with any Wellness® (including the CORE® product lines), Whimzees®, Old Mother Hubbard®, Holistic Select®, Sojos®, or Eagle Pack® branded product purchased from one of our authorized sellers, simply return it to the place of purchase for your money back or an exchange. If for any reason you are not satisfied with a Wellness Pet product purchased from one of our authorized sellers and are not able to reach a satisfactory resolution with the seller, please contact Wellness Pet directly to request a refund. Please note that because we are unable to control the quality of our products sold by unauthorized sellers, unless otherwise prohibited by law, the Wellness Pet Company Satisfaction Guarantee is not available for products purchased from unauthorized sellers. The Guarantee is limited to the original, end-user purchaser.

### **How To Submit a Guarantee Request**

To submit a Satisfaction Guarantee request, please contact the authorized seller from whom you purchased the product. If, after contacting the authorized seller, you are unable to return your product to that seller, call one of our team members at (800) 225-0904 or email [care@wellnesspet.com](mailto:care@wellnesspet.com). Please have information available regarding where and when you purchased your product. If your request is approved, you will then need to submit proof of purchase if you have not already done so.

Please note that you are responsible for costs incurred in mailing your proof of purchase.

### **Guarantee Guidelines**

Wellness Pet reserves the right to verify information, require a valid proof of purchase, and to deny Guarantee requests in its discretion in cases of suspected fraud or abuse of the Wellness Pet Company Satisfaction Guarantee.

If you have any questions regarding whether a seller is an authorized Wellness Pet seller, please contact us at (800) 225-0904 or [care@wellnesspet.com](mailto:care@wellnesspet.com).

Effective June 1, 2024