

Friends Forever Pets

Warranty

Each Friends Forever item is manufactured under the highest standards and is warranted to be free from material and workmanship defects for the original owner (proof of purchase is required). "Original Owner" is a person who purchased the item directly from Friends Forever or its authorized dealer. Any item purchased from a private person or a dealer not authorized by Friends Forever is not covered under this warranty.

The limited 1 year warranty covers defects encountered in the normal use of the product and does not apply if the item is damaged due to physical abuse, mishandling, accident, negligence, or if the product is modified or altered by the purchaser in any way. This warranty does not cover wearing or materials or components which may occur after extended use of the product, this warranty only applies to defects that impact the performance of the product, and not the cosmetic issues due to normal "wear and tear" of the product.

If one of our products ever fails due to a manufacturing or material defect, we will repair or replace it with the same or comparable item. In the event that the same or comparable item does not exist, Friends Forever will issue a company credit for the most recent selling price for the damaged item (or purchase value if an original receipt is presented with the return).