

PET ZIP is the industry leader in pet products that are marketed under the PET ZIP brand and its authorized resellers (who display the appropriate sanctioned logo) only sell new products in original packaging. Product represented as used, refurbished, or “as-is”, or not in original packaging will not be covered by our warranty, or any consumer support.

We are committed to consumer satisfaction. To that end PET ZIP cautions consumers from purchasing any product other than product in its original packaging.

Proof of Purchase must be provided to our customer care center before a warranty claim can be honored.

Call: 888-260-4251

Fax: 714-253-3624

Mail:

Attn: Customer Care Center

PET ZIP INC.

1245 Carbide Dr.

Corona, CA 92881

We thank you for interest in our products; please refer to our website for additional product information.

30 Day NON-TRANSFERRABLE LIMITED WARRANTY

WHAT IS COVERED: PET ZIP Group warrants to the original retail consumer purchaser, and not any other purchaser or subsequent owner, that its PET ZIP products, when subject to normal and proper residential use, will be free from defects in material or workmanship for a period of 30 Days from the purchase date. An “original retail consumer purchaser” is a person or entity who originally purchases the product, or a gift recipient of a new product that is unopened and in its original packaging. The limited warranty is non-transferrable and shall automatically terminate if the original retail consumer purchaser resells or transfers a PET ZIP product. In the event of defect, these are your exclusive remedies.

PROPER PRODUCT USE: This product is designed only for use with domesticated animals; do not use this product for any other purpose. However, the specific temperament of your animal may not work with this product. We recommend that you do not use this product if your animal is aggressive. If you are unsure whether this product is appropriate for your animal, please consult with your veterinarian or certified trainer before you use this product. Please see the instruction manual for additional important information.

WHAT IS NOT COVERED: This non-transferrable limited warranty does not provide protection against, and PET ZIP will have no liability under this non-transferrable limited warranty for any damage to or defects in the products caused by any animal, loss of product(s), failure, defect or damage caused by events and situations beyond normal residential exposure conditions, including, but not limited to: commercial use, misuse, abuse, neglect, improper use not in accordance with PET ZIP's instructions, use of non-PET ZIP accessories, impacts of foreign objects, acts of God, abnormal or improper use, improper storage, accident, alteration, defects in or failure of the surface the PET ZIP products are placed upon, discoloration or other

damage caused by pollution, sunlight, other environmental conditions, mold, dirt, mildew, or exposure to harmful chemicals and any other cause not involving manufacturing defects in the PET ZIP product.

WARRENTY OF THE PRODUCT: A sales receipt shall be required to obtain any warranty coverage. Please keep this information in a safe place.

MAKING A WARRANTY CLAIM: To obtain warranty on a PET ZIP product, call the PET ZIP Customer Care center. In the United States call (714-990-4488).

Pursuant to this non-transferrable limited warranty, PET ZIP will replace the part. This non-transferrable limited warranty will then apply to the new part for the remainder of the original non-transferrable limited warranty period.

DISCLAIMERS: Replacement as provided under this non-transferrable limited warranty is the exclusive remedy of the consumer.

This non-transferrable limited warranty is in lieu of all other express warranties. PET ZIP expressly disclaims and excludes all other warranties, express or implied, including without limitation, the warranties of merchantability and fitness for a particular purpose. PET ZIP also disclaims and excludes all liability for incidental, consequential, punitive, direct, indirect, special or any other damages arising out of or connected with the purchase, use or misuse of this product or for the breach of any express or implied warranties or breach of contract or otherwise. Purchaser assumes all risks and liabilities from the use or misuse of this product. PET ZIP does not authorize any other person or agent to make any other express or implied warranties.

Furthermore, PET ZIP will not be liable for any loss, damage or injury resulting from delay in delivery of replacement parts due to circumstances beyond PET ZIPs control.

GOVERNING LAW: This non-transferrable limited warranty shall be governed by the law of the State of California, U.S.A., and by the laws of the United States of America, excluding their conflicts of laws principles. Furthermore, the United Nations Convention on Contracts for the International Sale of Goods is hereby excluded in its entirety from application to this nontransferable limited warranty. Jurisdiction and venue shall be exclusive to the courts of Riverside County, California.

CONTACT

Monday - Friday: 7 am – 3:30 pm EST

Corporate Office

1245 Carbide Dr.

Corona, CA 92881

714-990-4488

Email us: sales@petzip.net