

Paws & Pasture Return & Exchange Policy

At **Paws & Pasture**, we want you—and your animals—to be completely satisfied with every purchase. If something isn't quite right, we're here to help make it right.

Returns & Exchanges

We accept returns and exchanges on most unopened, unused products within **7 days** of purchase with the original receipt.

Eligible Items

- **Pet toys, treats, chews, and accessories** (unopened/unused)
- **Farm & feed supplies** in original, unopened packaging
- **Pet food** that is unopened and within its original shelf life
- **Merchandise** such as apparel, décor, or gift items in new condition

Non-Returnable Items

To ensure the safety and quality of our products, the following items cannot be returned:

- Opened bags of feed or pet food
- Frozen or perishable items
- Used toys, chews, grooming tools, or bedding
- Special orders or custom items
- Clearance or final-sale merchandise

Defective or Damaged Products

If a product is defective or damaged, please bring it back within **7 days** of purchase. We'll inspect the item and offer:

- A replacement (when available)
- Store credit
- A refund to the original payment method

Feed & Livestock Supplies

Because feed quality and storage conditions matter, returns are accepted **only** if:

- The bag is unopened

- The product is within its sell-by date
- The issue is due to a manufacturer defect

Refund Method

Refunds are issued to the **original form of payment**. If the original payment method is unavailable, store credit will be provided.

Online Orders

For online purchases, please contact us within **7 days** of delivery for assistance with returns or order issues.

Our Promise

We're committed to offering high-quality products for your pets and livestock. If you ever have questions or concerns about a product, our team is always happy to help.