

# Freedom Pet Pass

Energy Efficient Pet Doors

**WARNING: TODDLERS AND CHILDREN CAN FIT THROUGH PET DOORS AND MAY ESCAPE OUTSIDE UNATTENDED.**

## **Warranty**

Thank you for choosing a Freedom Pet Pass Dog Door. All dog doors are inspected prior to leaving our facility. We trust your pet will enjoy many trouble free years using your Freedom Pet Pass dog door.

Your new dog door comes with a 3-year limited warranty against product malfunction due to manufacturing or parts defects. The Freedom Pet Pass 3-year warranty does not apply to failure as a result of accidental damage, mishandling, or abuse. Furthermore, we do not warranty dog door performance when installed improperly.

Freedom Pet Pass Dog Door Companies maximum liability for warranty claims is limited to the invoice price of the Product claimed defective. Under no circumstances is Freedom Pet Pass Dog Door Company liable for any direct or indirect costs or damages.

## **PLEASE NOTE:**

Any damage to the canvas coated thermal pet flap or any other part of the dog door due to your pet chewing or otherwise destroying the integrity of the product is classified as pet damage. Consequentially losses are not covered under this warranty.

## **Return Policy**

Freedom Pet Pass takes pride in providing only quality, energy-efficient pet door products. If you are not 100% satisfied with your purchase, you may return the item within 30 days of delivery subject to the following return policy.

All returned items (prior to returning) must get a Return Material Authorization Number from Us or if purchased from one of our Distributors from them. We will not accept any returns without this number. If purchased from a Distributor their return policy and conditions will apply.

All returned items must arrive in an unused like-new re-sellable condition. The items must be in the original packaging and must contain all hardware and documentation (including original instructions and warranty paperwork). Dog doors that have been installed are not returnable therefore forfeit any refund.

Items returned in like-new re-sellable condition will be issued credit for the purchase price of the returned item. Original shipping is non-refundable. Return shipping is the responsibility of the customer.

Freedom Pet Pass inspects each return and upon passing inspection refunds are processed and delivered in a timely manner.